ARI WarrantySmart
User Documentation

For Version 3.0

The Dealer Experience

WS3.0-092506-001

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ARI Network Services
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Table of Contents

System Overview **2**

New Claims **5**
- Claim Entry Wizard - Registration Information 6
- Claim Entry Wizard - Equipment Claim History 7
- Claim Entry Wizard- Claim Service Entry Screen 7
- Claim Entry Wizard: Claim Parts & Labor Entry 8
- Claim Entry Wizard: Claim Submitted Screen 9

Claim Inbox **10**

Claim Staging **12**

Product Registration **13**
- Product Registration Wizard - Select Equipment to Register 14
- Product Registration Wizard – View Registration Information 15
- Product Registration Wizard – Determine the Selling Dealer 15
- Product Registration Wizard – Registration: Notes 19
- Product Registration Wizard – Submit to Manufacturer 19
- Product Registration Wizard – Edit Registration Screen 20
- Product Registration – Edit the Registration 21
- Product Registration – Submit to Manufacturer 24
- Product Registration - Registration Complete 25
- Registration Inbox 26

Equipment Lookup – Equipment Selection **27**
- Equipment Lookup – Equipment Details 28

Setup **29**
- General Settings: Company Information 29
- General Settings: Alarms & Notifications 30
- Account Management: User Administration 31
- Account Management: Merge Accounts 32

Policies **34**

Reports and Tools **35**
- Claim Lookup 35
- Return Authorizations 38
- UPS Labels 40
- Reports 40

Support **41**

System Overview

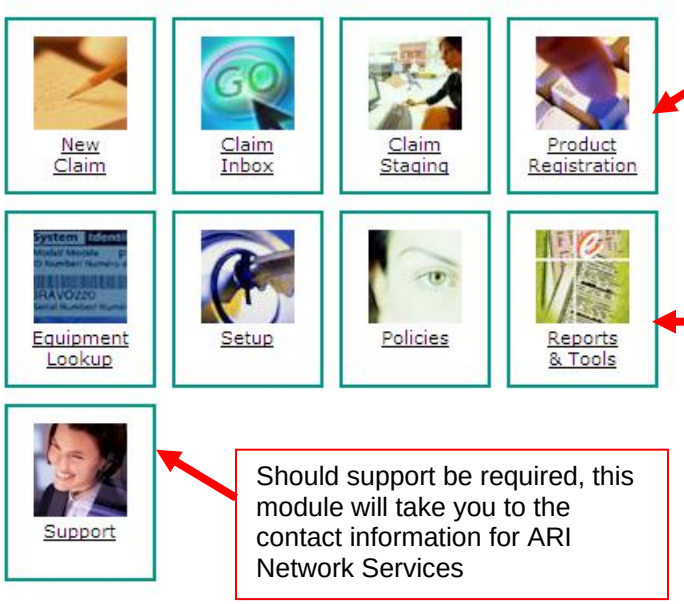
Welcome to the WarrantySmart system, the most effective, efficient way to process product registrations and warranty claims. This system has been designed specifically for equipment Manufacturers and Dealers. WarrantySmart facilitates processing of warranty claims, streamlines operations, expedites claim processing, and greatly improves communications between manufacturers and dealers and customers. All resulting in increased customer/dealer satisfaction and reduced operational costs that save time and money.

The easy-to-use, intuitive web interface is designed to simplify user access and accelerate management of important warranty records.

The system has been divided into nine modules, represented by individual ICONs, that allow the user to go straight to the information they are seeking without having to click through unnecessary menu trees to find and update the information and manage records.

Main Menu ICON Arrangement

ICONS for the Main Menu options have been positioned for user convenience in order to facilitate and streamline access to frequently used menu options.


New Claim
Claim Inbox
Claim Staging
Product Registration
Equipment Lookup
Setup
Policies
Reports & Tools
Support
Top row of modules are dedicated to frequently-used, day-to-day system management options.
The second row includes important administrative functions that are used during system setup and are maintained on an as needed basis. Report generation is included.
Should support be required, this module will take you to the contact information for ARI Network Services

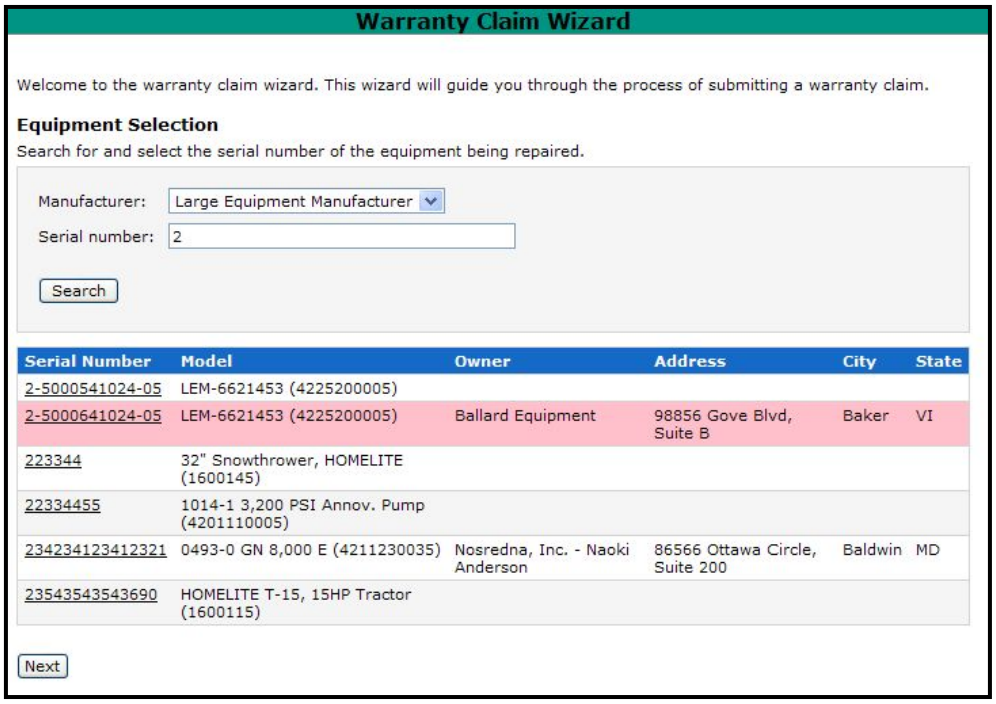
Quick Overview of Main Menu ICONs & Associated Applications

	The intuitive Wizards facilitate claim entry by taking the user step by step through the claim entry process. **ACCESS NEW CLAIM to**: Enter new claims through the Claim Entry Wizard.
	The Claim Inbox streamlines processes by providing the user with the ability to search for, and directly access claim status and details. **ACCESS CLAIM INBOX to:** Search, view, and manage all claims in the system that require attention.
	The Claim Staging module provides the User with direct access to information about staged & preauthorized claims. **ACCESS CLAIM STAGING to:** Manage staged and preauthorized claims.
	The time-saving feature of Product Registration allows Dealers to submit registrations directly to the manufacturer via the web. **ACCESS PRODUCT REGISTRATION to:** View important information about registered equipment owners and associated Dealers, change and update records as equipment changes hands. View outstanding registrations through the Registration Inbox.
	The Equipment Lookup ICON leads the user to the equipment search attributes and quickly displays the equipment by serial number or owner. **ACCESS EQUIPMENT LOOKUP to:** Change equipment registration, change or update dealer or owner details, view claim history for a piece of equipment.

Setup	Setup allows dealers to manage administrative options related to the system. **ACCESS SETUP to:** Setup system users, edit company and contact information, manage notifications and alarms, or merge multiple manufacturer accounts under one login.
Policies	**ACCESS POLICIES to:** Quickly view warranty policies for each manufacturer.
Reports & Tools	The Reports & Tools feature enables users to quickly search for claims and return authorizations, and review and print system Reports. **ACCESS REPORTS & TOOLS to:** Lookup claims or return authorizations, manage shipments, and run system reports.
Support	The support module provides important information regarding ARI support availability and contact information, and direct access to user manuals.

New Claims

To begin an equipment warranty claim, select the New Claim ICON from the main screen. Select the equipment manufacturer from the Manufacturer drop-down and enter a complete or partial serial number. Click Search.

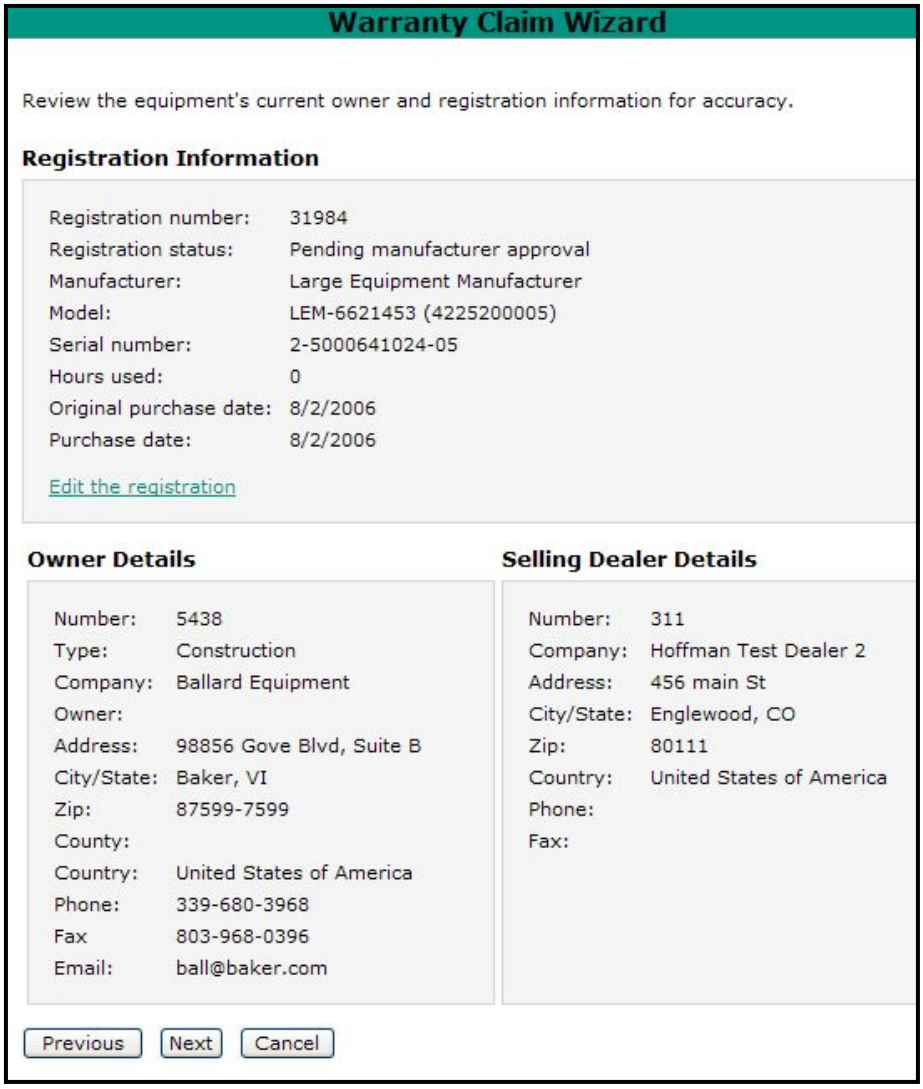

Warranty Claim Wizard
Welcome to the warranty claim wizard. This wizard will guide you through the process of submitting a warranty claim.
Equipment Selection
Search for and select the serial number of the equipment being repaired.
Manufacturer: Large Equipment Manufacturer
Serial number: 2
Search
Serial Number Model Owner Address City State
2-5000541024-05 LEM-6621453 (4225200005)
2-5000641024-05 LEM-6621453 (4225200005) Ballard Equipment 98856 Gove Blvd, Suite B Baker VI
223344 32" Snowthrower, HOMELITE (1600145)
22334455 1014-1 3,200 PSI Annov. Pump (4201110005)
234234123412321 0493-0 GN 8,000 E (4211230035) Nosredna, Inc. - Naoki Anderson 86566 Ottawa Circle, Suite 200 Baldwin MD
23543543543690 HOMELITE T-15, 15HP Tractor (1600115)
Next

A list of equipment matching the search criteria will be displayed. Select an applicable serial number from the list by clicking the Serial Number. The selection is highlighted.

Click Next to continue.

Claim Entry Wizard - Registration Information

If this equipment has already been registered to an owner, the current registration information will appear. Review and click Next to continue, or Previous to go back to the previous screen. Cancel restarts the Claim Wizard with no serial number. Click the Edit the Registration text link to change registration information.



Note: The manufacturers may require that the equipment be registered prior to processing a claim. If this is the case, the screens will indicate as such.

If a piece of equipment is selected from the results area (previous screen) that does not show any registration information, the registration status will show as "unregistered." Register the equipment by clicking the Edit the Registration link to continue. This opens the Product Registration Wizard.

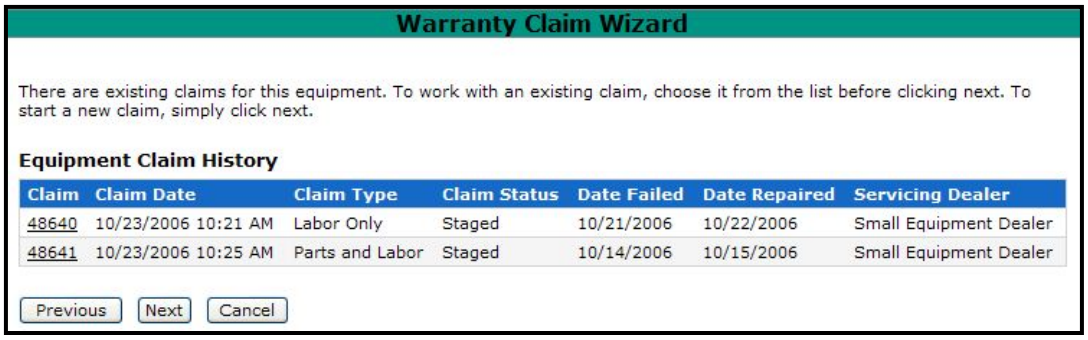
CAUTION- Selecting one of the above links navigates the system out of the Warranty Claim Wizard into Product Registration. Once the equipment is registered, users will be presented with a link that allows them to continue processing the claim.

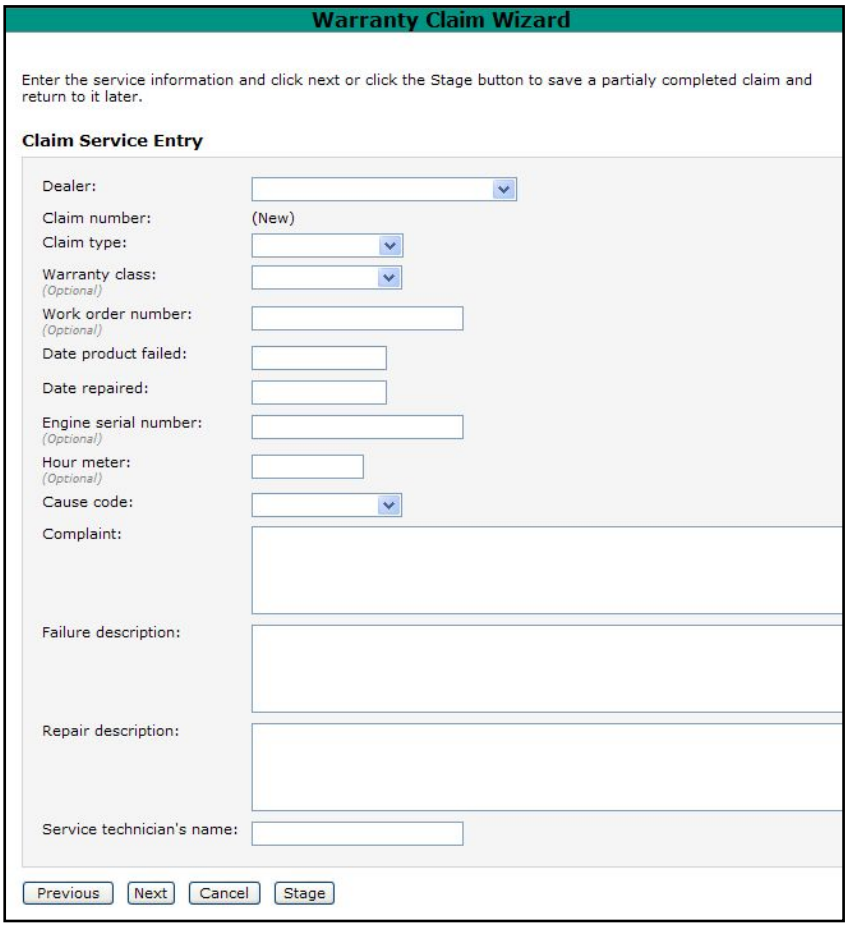
See the Product Registration section of this manual for more information on registering a product.

Claim Entry Wizard - Equipment Claim History

After registering the equipment, if there is a warranty history or existing claims related to the piece of equipment, the Warranty Claim Wizard displays the Equipment Claim History page. If not, it will proceed to the Claim Service Entry screen.

Select an existing claim number to view or process, then click Next to continue processing the claim. To enter a new claim, click Next. The Claim Service Entry screen opens.





Claim Entry Wizard- Claim Service Entry Screen

The next step in the Warranty Claim Wizard is to enter the specifics of the claim. Some data fields are optional while others are required for processing the claim. Select options from the drop-down list boxes where applicable.

To continue processing the claim, select Next. This opens the Claim Parts and Labor Entry screen

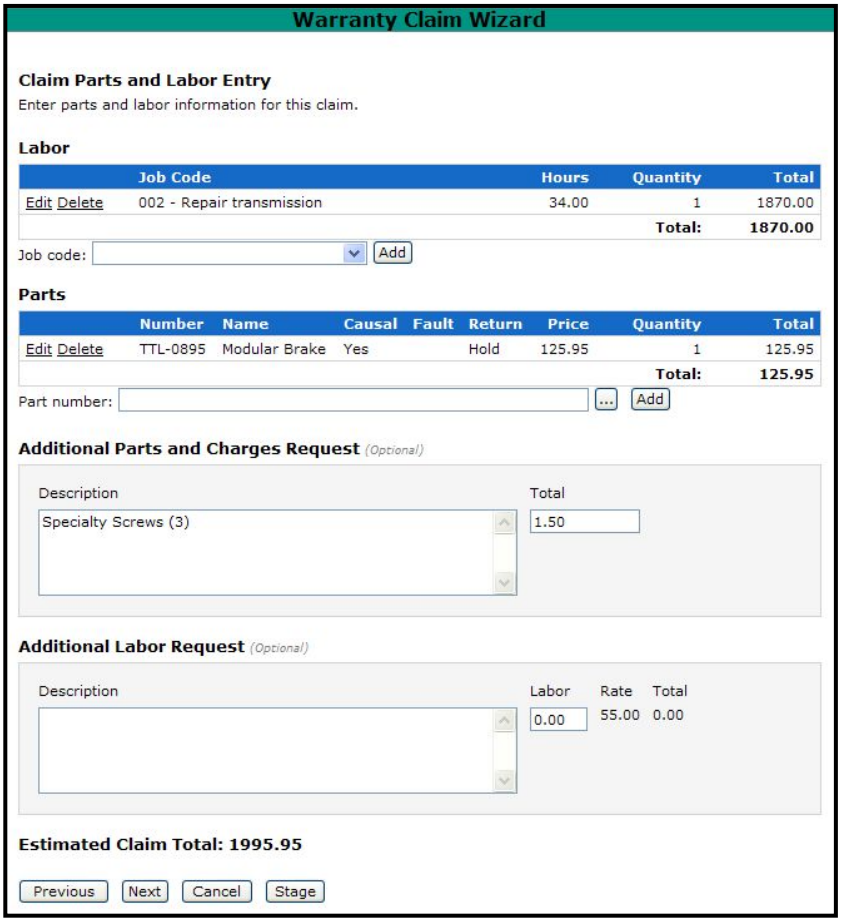
Select Previous to go back to the previous page.

At this point in the process, the claim can be Staged. This will save the claim information already entered and allow users to go back and complete the claim as additional information becomes available (See Claim Staging section). Selecting Stage brings up the Activity Notes page allowing users to enter notes related to the claim.

All submitted claims can be accessed through the Claim Inbox, however, staged claims can be located in the Claim Staging section.

Claim Entry Wizard: Claim Parts & Labor Entry

The Type of claim selected determines whether parts or labor or both are to be included on the claim. Claim types are specified by manufacturers and their requirements may differ.



The options displayed on this screen are dependant upon whether the claim type requires parts, labor, or both. In other words, if parts and labor are required, the screen will display options for entering information regarding both parts and labor. If only labor has been selected, the screen displays labor only, etc.

Enter the job code or select one from the drop-down list box.

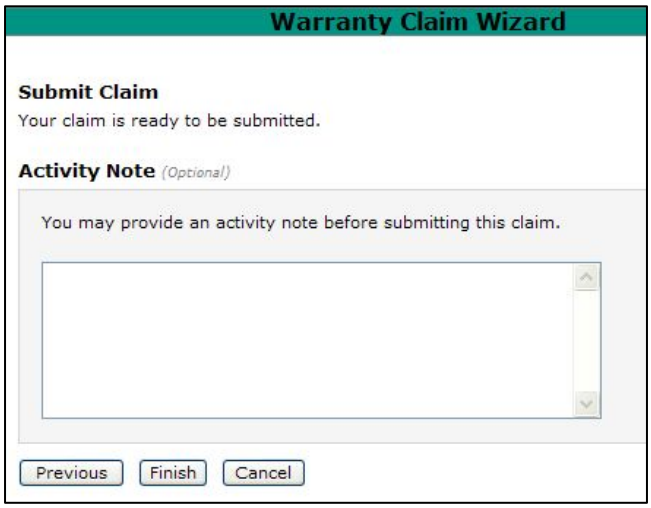
If the part number is known, enter it in the text box and click Add. Or browse for the part by selecting the ... box. This will invoke Empartweb if it is integrated with the WarrantySmart system. Additionally, multiple parts can be entered in the part number field separated by a comma. When Add is clicked, all of the part numbers will be entered at once.

If parts are required for the claim, then one of the parts may need to be designated as the causal part with an assigned fault code. This requirement is determined by the manufacturer. If this feature is enabled, once the part has been identified in the list, select Edit. The screen will change so that a Causal selection box is enabled with a drop-down list box for fault code selection. Click Update and the part will be displayed as the causal part.

Manufacturers may also configure the system to require a fault code on every part, only causal part(s), or none at all. Be aware that the operational requirements for this section may vary between manufacturers.

Add additional parts or labor requests. Additional parts and labor requests are for handling items that are not pre-configured and not available in the drop-downs for parts or labor codes. If additional parts or charges are added, the total dollar amount must be specified in the Total field. If additional Labor is added, the number of repair hours must be entered.

Click Stage to save the claim in an un-submitted state for processing later, or Next to advance to the Submit Claim/Activity Notes page.



The Submit Claim/Activity Notes page is displayed.

Select Finish to submit the claim. The Claim Submitted screen will appear.

Claim Entry Wizard: Claim Submitted Screen

There are three hyperlink options on this page:

Enter another claim: Returns to the beginning of the Warranty Claim Wizard where another claim can be entered.

Open your claim inbox: Opens the Claim Inbox screen where pending claims can be reviewed.

View this claim's details: Opens the Claim Full View page and displays the details of the claim that was just submitted.

View your staged claims: Opens the claim staging screen where unfinished claims can be completed or processed.

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Warranty Claim Wizard
Claim Submitted
You have completed the warranty claim wizard and your claim has been submitted to the manufacturer for approval. You may monitor this claim's status from the claim inbox.
Enter another claim.
Open your claim inbox.
View this claim's details.
View your staged claims.

Claim Inbox

The Claim Inbox is a quick and easy way to access and manage warranty claims. This module allows the user to review, confirm receipt of payment, and process open claims.

Search for a claim by selecting a status. Choose from the following options:

Approved

Pending –Need Information

Pending – Parts Return

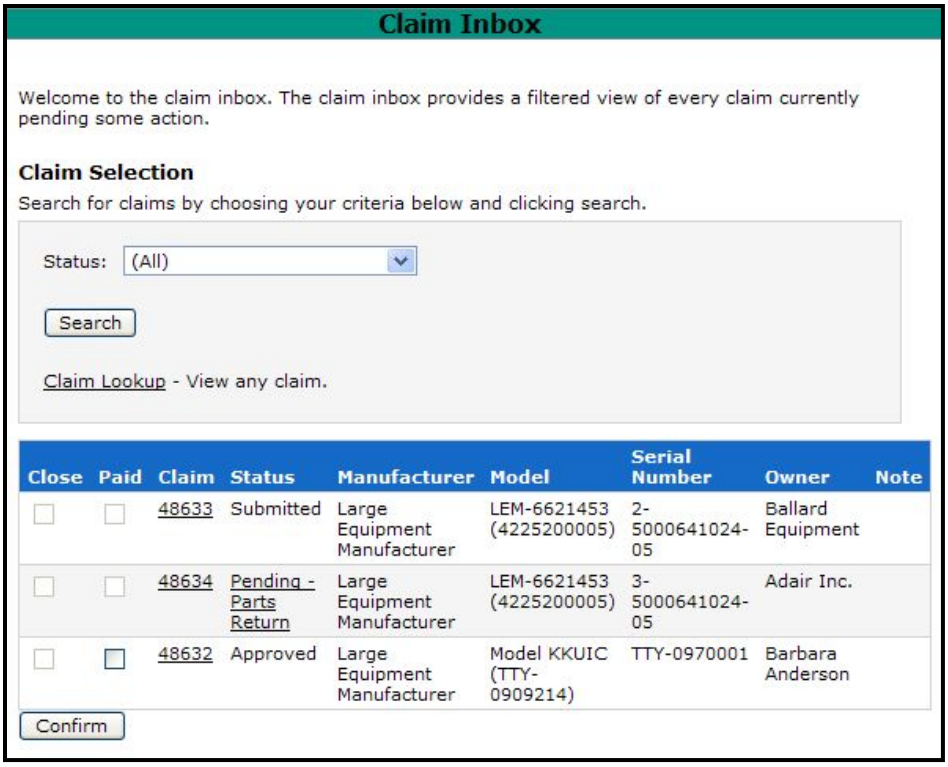
Rejected

Submitted

Or, view all claims by selecting **Search**.

The search results will look similar to the illustration.

Several management options are available from this screen.


Claim Inbox
Welcome to the claim inbox. The claim inbox provides a filtered view of every claim currently pending some action.
Claim Selection
Search for claims by choosing your criteria below and clicking search.
Status: (All)
Search
Claim Lookup - View any claim.
Close Paid Claim Status Manufacturer Model Serial Number Owner Note
48633 Submitted Large Equipment Manufacturer LEM-6621453 (4225200005) 2-5000641024-05 Ballard Equipment
48634 Pending - Parts Return Large Equipment Manufacturer LEM-6621453 (4225200005) 3-5000641024-05 Adair Inc.
48632 Approved Large Equipment Manufacturer Model KKUIC (TTY-0909214) TTY-0970001 Barbara Anderson
Confirm

Close a claim: If claims have been rejected by the manufacturer, this option will be available. Closing the claim removes it from the work flow. Close a claim by clicking the checkbox in the Close column for that claim (only those eligible to be closed will display the checkbox).

Confirm Payment: If claims have been approved by the manufacturer, this status will appear. Confirm that payment has been received by clicking the checkbox related to the claim in the Confirm Payment column.

View Claim Details: View claim details by clicking the Claim Number text link. This action invokes the **Full Claim View** page.

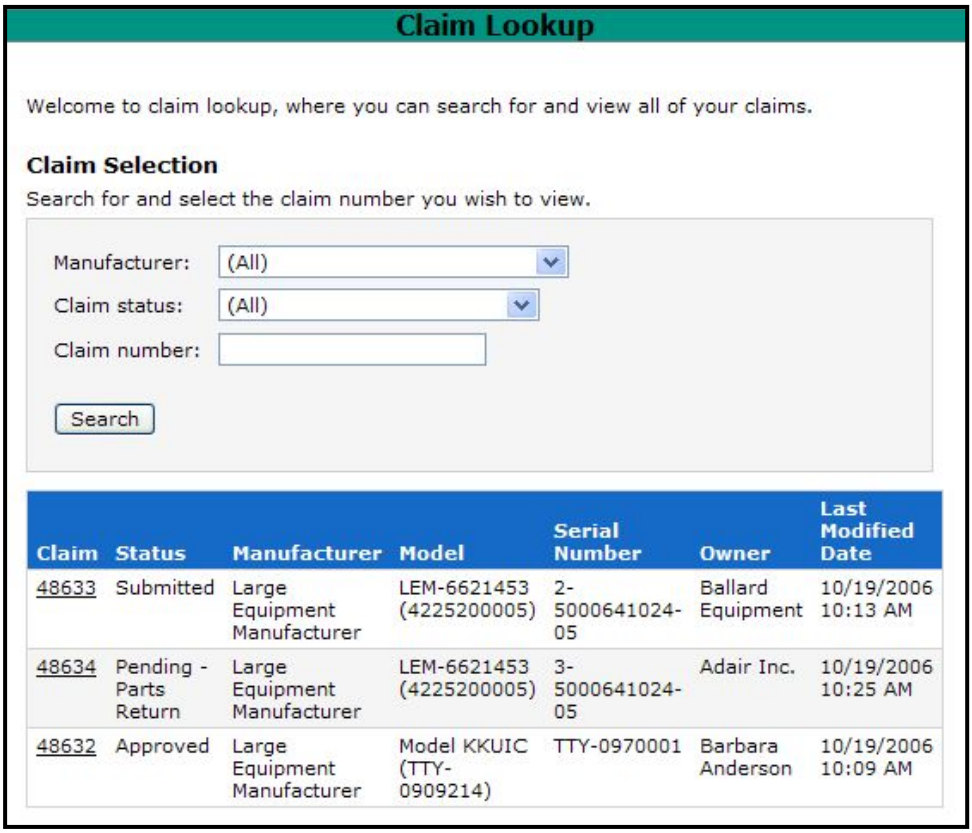
Review Claim Status: The Claim Status is listed in the Status column. If a Claim Status is underlined, that indicates that there is still more processing required to complete the claim. Review claim status by clicking the Status text link (if applicable) and that action invokes the section required for completing the process. If Pending – Parts Return is enabled, it will link to the Return Authorization Slip screen. If Pending – Need Information is enabled, clicking on the link opens the final screen of the Claim Wizard where the manufacturer's request can be viewed, a response provided, or any changes to the claim can be made prior to re-submitting the claim.

Claim Lookup: Opens the Claim Lookup screen allowing users to quickly search for, and locate a specific claim.

Select the Manufacturer, Claim Status, or enter the Claim Number and click Search.

The list of claims meeting the search criteria is displayed below.

Selecting the Claim number link opens the Claim Full View screen for that claim.



Claim Lookup

Welcome to claim lookup, where you can search for and view all of your claims.

Claim Selection

Search for and select the claim number you wish to view.

Manufacturer: (All)

Claim status: (All)

Claim number:

Search

Claim	Status	Manufacturer	Model	Serial Number	Owner	Last Modified Date
48633	Submitted	Large Equipment Manufacturer	LEM-6621453 (4225200005)	2-5000641024-05	Ballard Equipment	10/19/2006 10:13 AM
48634	Pending - Parts Return	Large Equipment Manufacturer	LEM-6621453 (4225200005)	3-5000641024-05	Adair Inc.	10/19/2006 10:25 AM
48632	Approved	Large Equipment Manufacturer	Model KKUIC (TTY-0909214)	TTY-0970001	Barbara Anderson	10/19/2006 10:09 AM

Claim Staging

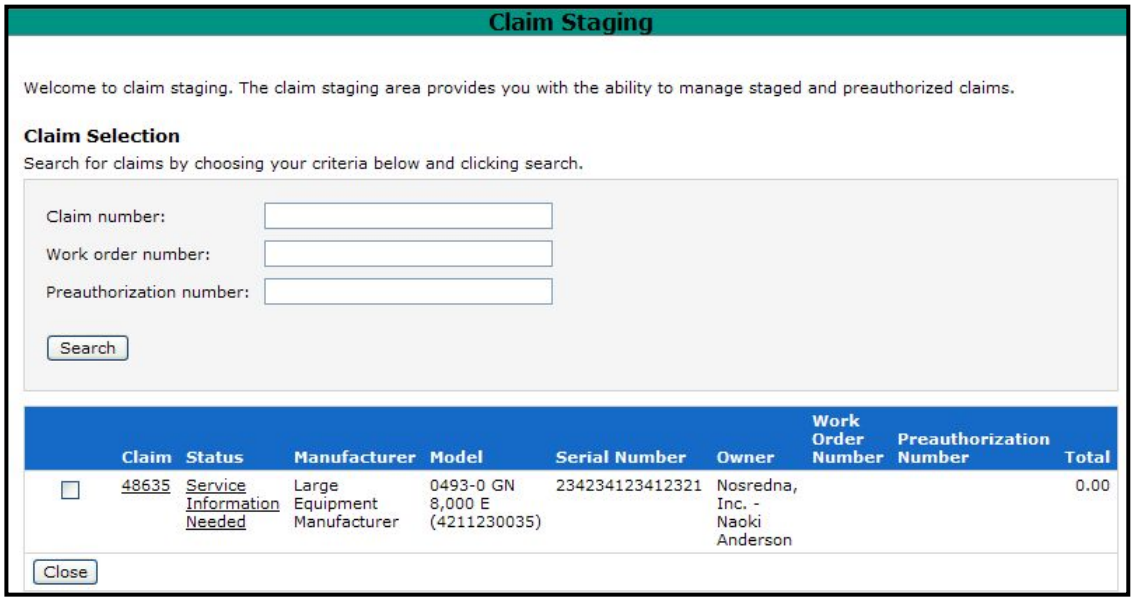
The Claim Staging area is used to manage staged (those that have been started and not completed) and preauthorized claims. First, search for a claim by entering the claim search criteria. Search by Claim, Work Order, or Preauthorization number, or click Search and all records are displayed

Search results are displayed allowing users to view claim details by clicking the Claim Number text link or continue entering claim information by clicking the Status text link. To close out a claim, click the checkbox next to the claim number and click the Close button. This will remove it from the staging area.

The status link indicates the point in the process where a staged claim was left off, or in the case of preauthorized claims, indicates the status from the manufacturer. Preauthorized claims will appear in the list when the manufacturer preauthorizes a claim with the expectation that the dealer will fill in the details.

Update the claim with new/additional information by clicking on the Status text link and filling in the necessary information.

Other possible claim statuses related to staged claims are Registration Information Needed, Service Information Needed, Parts Information Needed, Ready To Submit, and Preauthorized.



Click on the Claim Number link to view the Full Claim View for the claim.

Product Registration

There are two options available through Product registration: Product Registration Wizard and Registration Inbox.

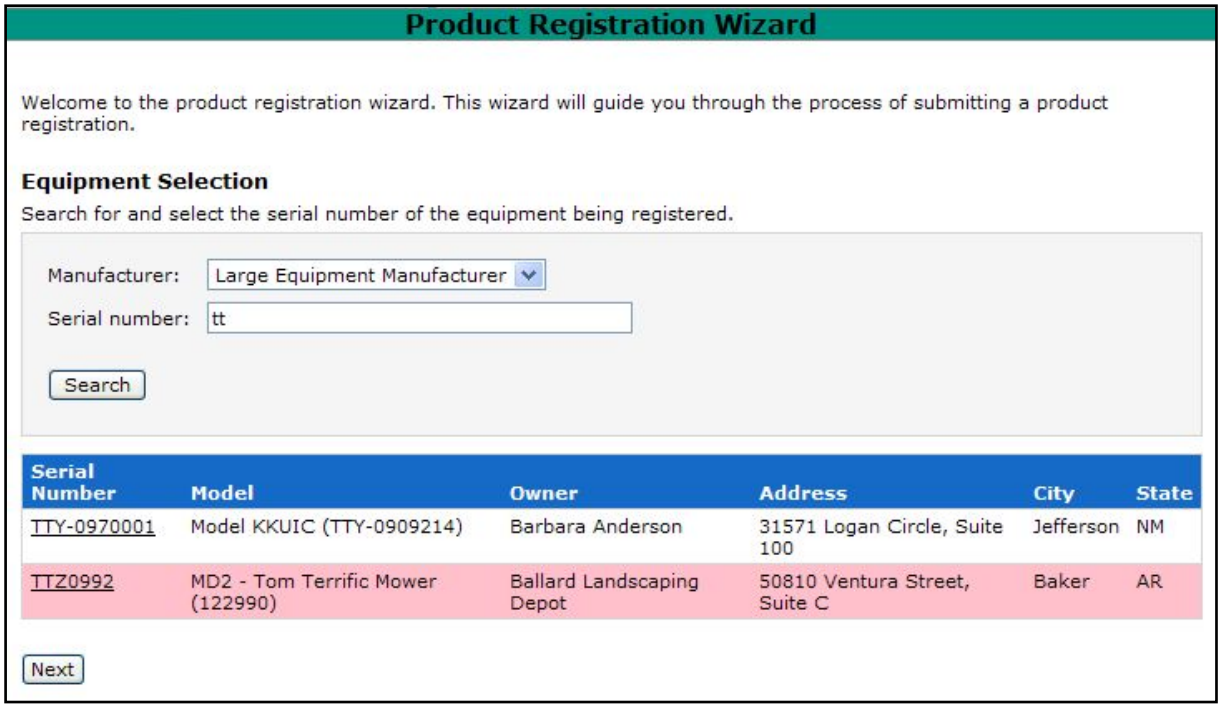
Select the Product Registration Wizard to register a piece of equipment, or the Registration Inbox to view outstanding registrations. Outstanding Registrations are those that have been returned by the manufacturer and require more information.

Product Registration
Registration
Make a selection from the choices below.
Product Registration Wizard - Choose this option to register a piece of equipment.
Registration Inbox - Choose this option to view outstanding registrations.

Product Registration Wizard - Select Equipment to Register

Select the equipment manufacturer from the drop-down. Enter a full or partial equipment serial number and click Search. A list of equipment matching the search criteria is displayed.

If a piece of equipment needs to be registered, the Customer, Address, City, and State fields are displayed as blank. To register the piece of equipment, click a Serial Number from the list and click Next. This action invokes the Registration Information screen.



If the equipment is unregistered, the screen flow will take a different turn than if the equipment is registered. If unregistered, the Registration Information screen opens. If registered, the Edit Registration screen opens.

Product Registration Wizard – View Registration Information

If the equipment is unregistered, the Registration Information screen is invoked displaying the equipment manufacturer, registration status, serial number, manufacturer, and model number.

Hours Used: If the equipment has an hour meter, enter the number of hours on the piece of equipment as of the date of purchase or registration. Otherwise, leave the field blank.

Purchase Date: Enter the new purchase date for the equipment. The system will accept dates entered in a variety of formats such as: Jan 1 2006, 1-1-2006, or 1/1/2006. The default date will be the current date.

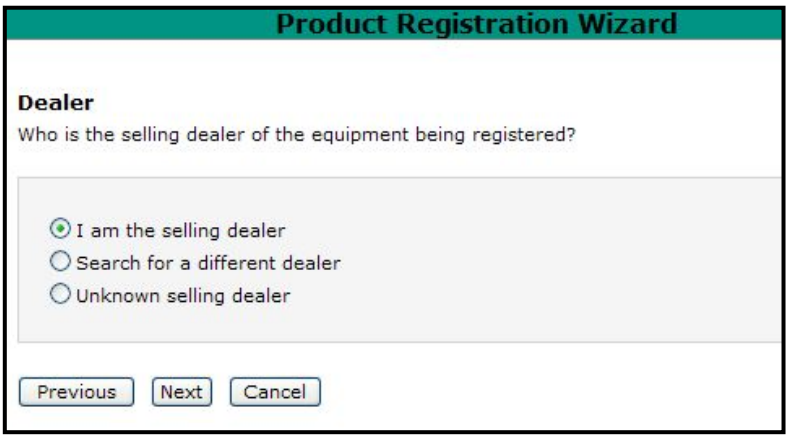
Click Next to continue or Previous to go back to the previous screen.

Product Registration Wizard – Determine the Selling Dealer

The Dealer page prompts the user to select an option that identifies the selling dealer for the equipment being registered. There are three options from which to choose:

A) I Am the Selling Dealer: If the user's dealership sold the equipment, select this option. Clicking Next opens the Owner selection screen.

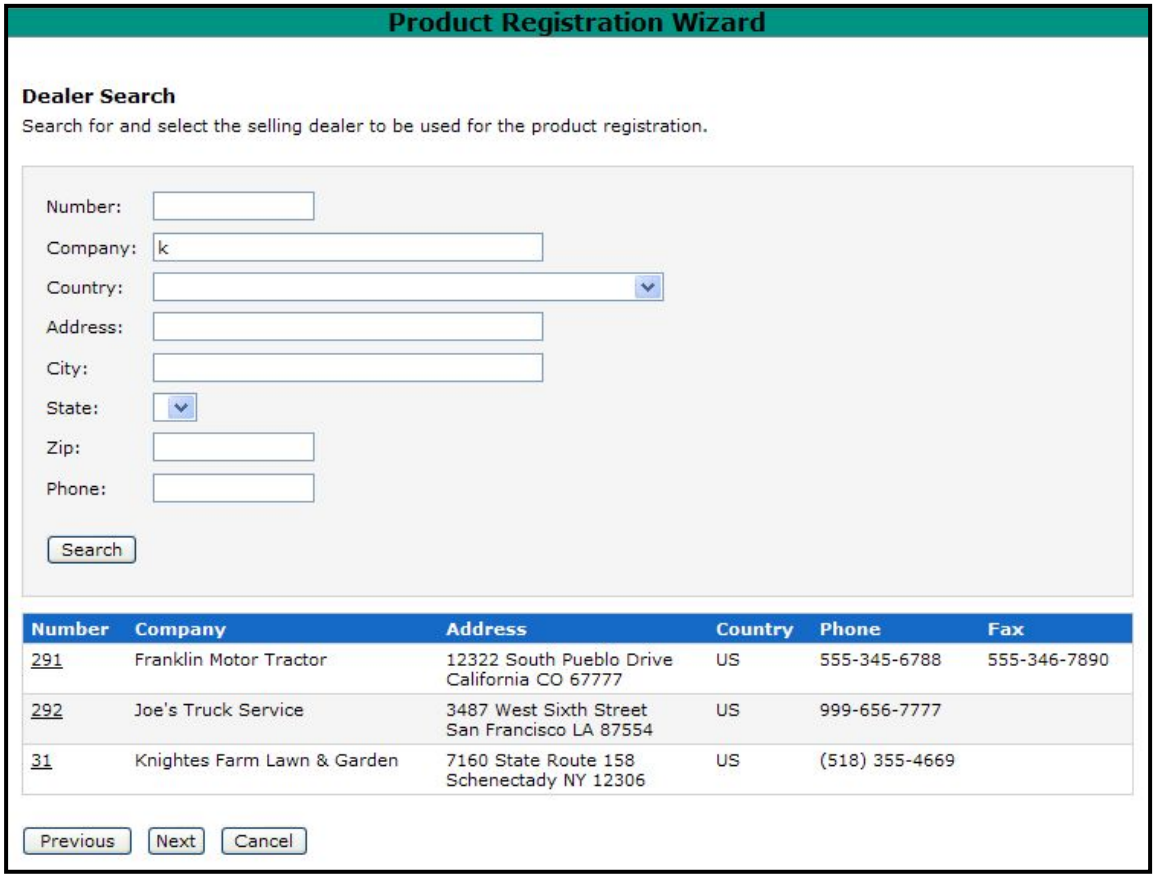
B) Search for a Different Dealer: If the user's dealership is not the selling dealer, select this option. Clicking Next opens the Dealer Search screen enabling users to search for a dealer in the system.



C) Unknown Selling Dealer: If the selling dealer is unknown, select this option. Click Next advance to the Owner selection screen.

Product Registration Wizard - Dealer Search Screen

From the Dealer screen, when the Search for a Different Dealer option is selected, the Dealer Search page opens.


Product Registration Wizard
Dealer Search
Search for and select the selling dealer to be used for the product registration.
Number:
Company: k
Country:
Address:
City:
State:
Zip:
Phone:
Search
Number Company Address Country Phone Fax
291 Franklin Motor Tractor 12322 South Pueblo Drive California CO 67777 US 555-345-6788 555-346-7890
292 Joe's Truck Service 3487 West Sixth Street San Francisco LA 87554 US 999-656-7777
31 Knightes Farm Lawn & Garden 7160 State Route 158 Schenectady NY 12306 US (518) 355-4669
Previous
Next
Cancel

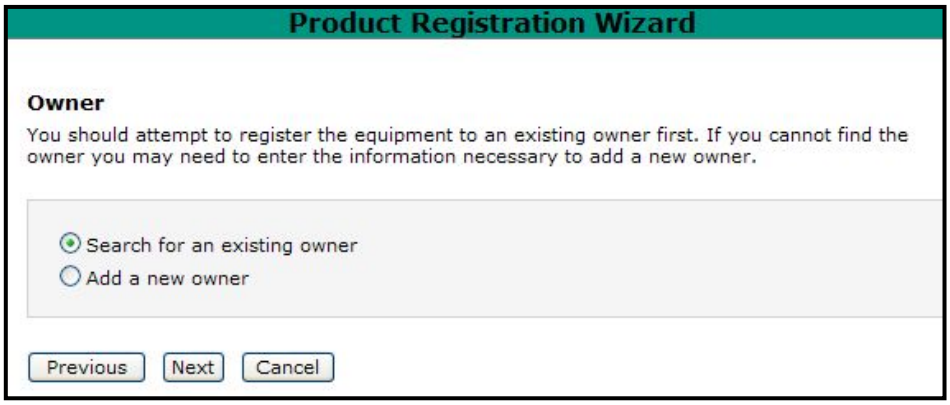
Enter full or partial search criteria into any of the fields. To search on state, select a country from the drop-down list that has states, such as United States. The States associated with the Country are enabled in the State field. Select Search.

Select the Dealer from the list and click Next to advance to the Owner selection screen.

Product Registration Wizard - Owner Selection Screen

If either the: I am the Selling Dealer, or Unknown Selling Dealer options are selected, the Owner selection screen is invoked.

Select one of the following options:


Product Registration Wizard
Owner
You should attempt to register the equipment to an existing owner first. If you cannot find the owner you may need to enter the information necessary to add a new owner.
Search for an existing owner
Add a new owner
Previous
Next
Cancel

Search for an existing owner: Opens the Owner Search page.

Add a new owner: Opens the Owner Information page.

Click Next to continue with the registration.

Owner Selection - Search for an Existing Owner

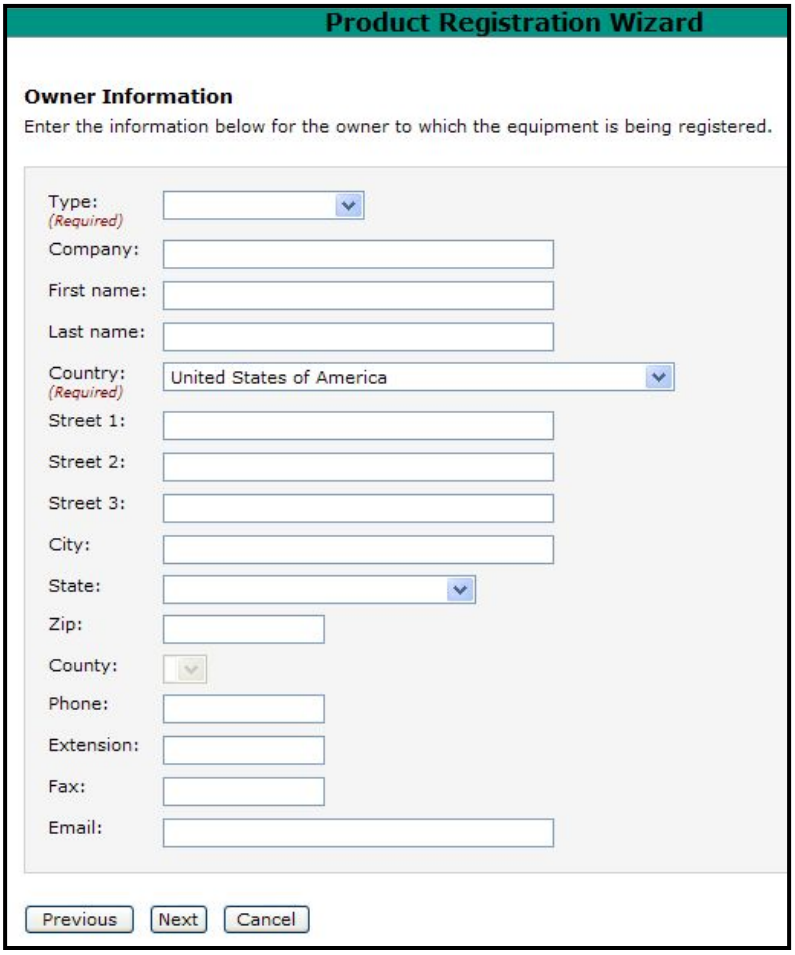
Enter a full or partial Company or Last name and click Search. A list of owners meeting the search criteria is displayed. Select an owner from the list and click Next. At this point, the program follows the finalization process continuing on to the Notes and Submit pages.

If the owner can not be found, click Previous to return to the Owner Screen where a new owner can be added.

Product Registration Wizard
Owner Search
Search for and select the owner to be used for the product registration. If you cannot find the owner, click the Previous button and add a new owner.
Company:
Last name: white
Search
Number Name Company Address Country Phone Fax Type Email
4007 White, Jonas 41197 Mariposa Street Suite A Springfield ND 96678-6678 US 695-516-9511 369-511-6951 Usage jonas@white.com
3663 White, Jorge 87104 Kearny Circle Suite 300 Shelby SD 38200-8200 US 392-211-9221 319-221-1922 Usage jorge@white.com

Owner Selection - Add a New Owner

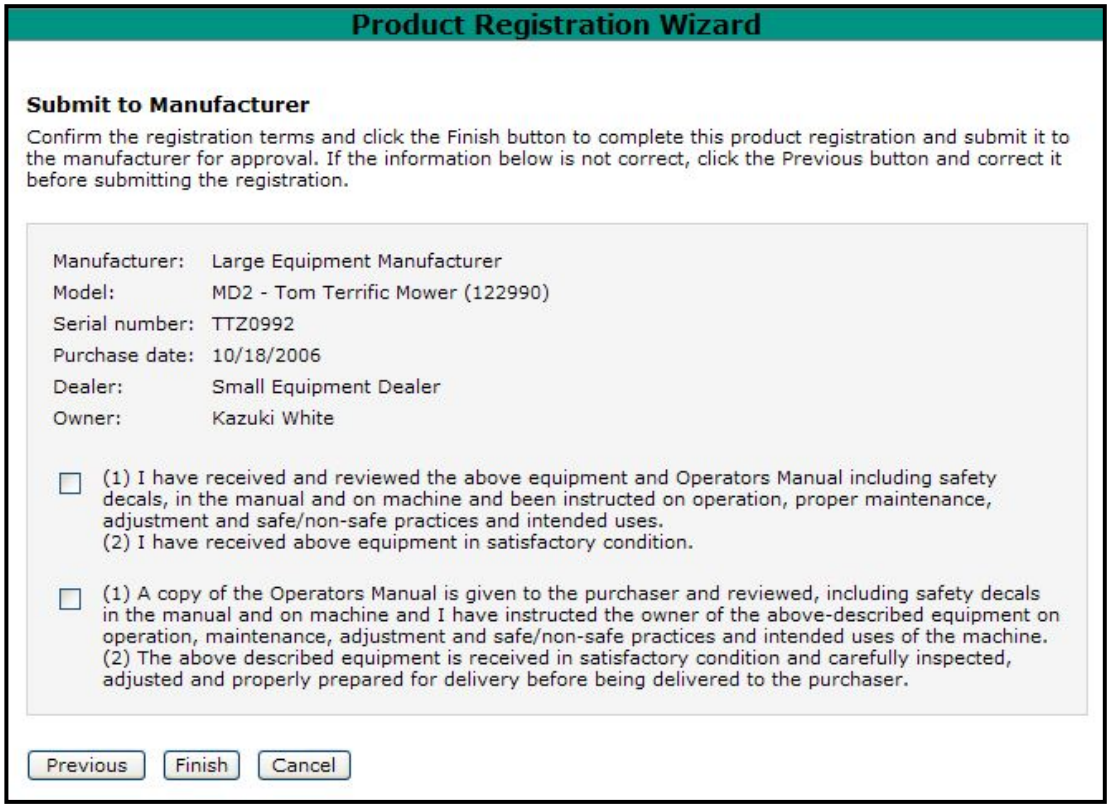
Selecting this option opens the Owner Information screen. Select the Type of owner and enter the data in the fields. Click Next to proceed to the Notes screen.



Product Registration Wizard – Registration: Notes

The option of entering notes regarding the registration is presented. Click Next to continue.

Product Registration Wizard – Submit to Manufacturer


Product Registration Wizard
Submit to Manufacturer
Confirm the registration terms and click the Finish button to complete this product registration and submit it to the manufacturer for approval. If the information below is not correct, click the Previous button and correct it before submitting the registration.
Manufacturer: Large Equipment Manufacturer
Model: MD2 - Tom Terrific Mower (122990)
Serial number: TTZ0992
Purchase date: 10/18/2006
Dealer: Small Equipment Dealer
Owner: Kazuki White
(1) I have received and reviewed the above equipment and Operators Manual including safety decals, in the manual and on machine and been instructed on operation, proper maintenance, adjustment and safe/non-safe practices and intended uses.
(2) I have received above equipment in satisfactory condition.
(1) A copy of the Operators Manual is given to the purchaser and reviewed, including safety decals in the manual and on machine and I have instructed the owner of the above-described equipment on operation, maintenance, adjustment and safe/non-safe practices and intended uses of the machine.
(2) The above described equipment is received in satisfactory condition and carefully inspected, adjusted and properly prepared for delivery before being delivered to the purchaser.
Previous
Finish
Cancel

From this screen, confirm that the registration information is correct. Read the two statements at the bottom area of the screen, click each of the checkboxes to concur with the statements, and click Finish.

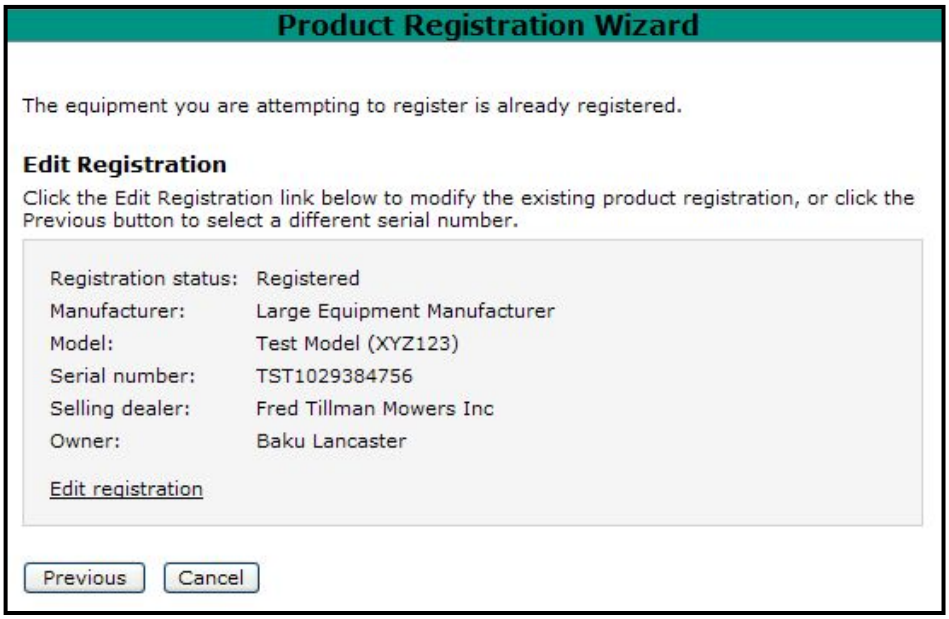
Product Registration Wizard – Edit Registration Screen

If the piece of equipment selected has already been registered, the current registration information is displayed on the screen.

The Product Registration Wizard is complete.

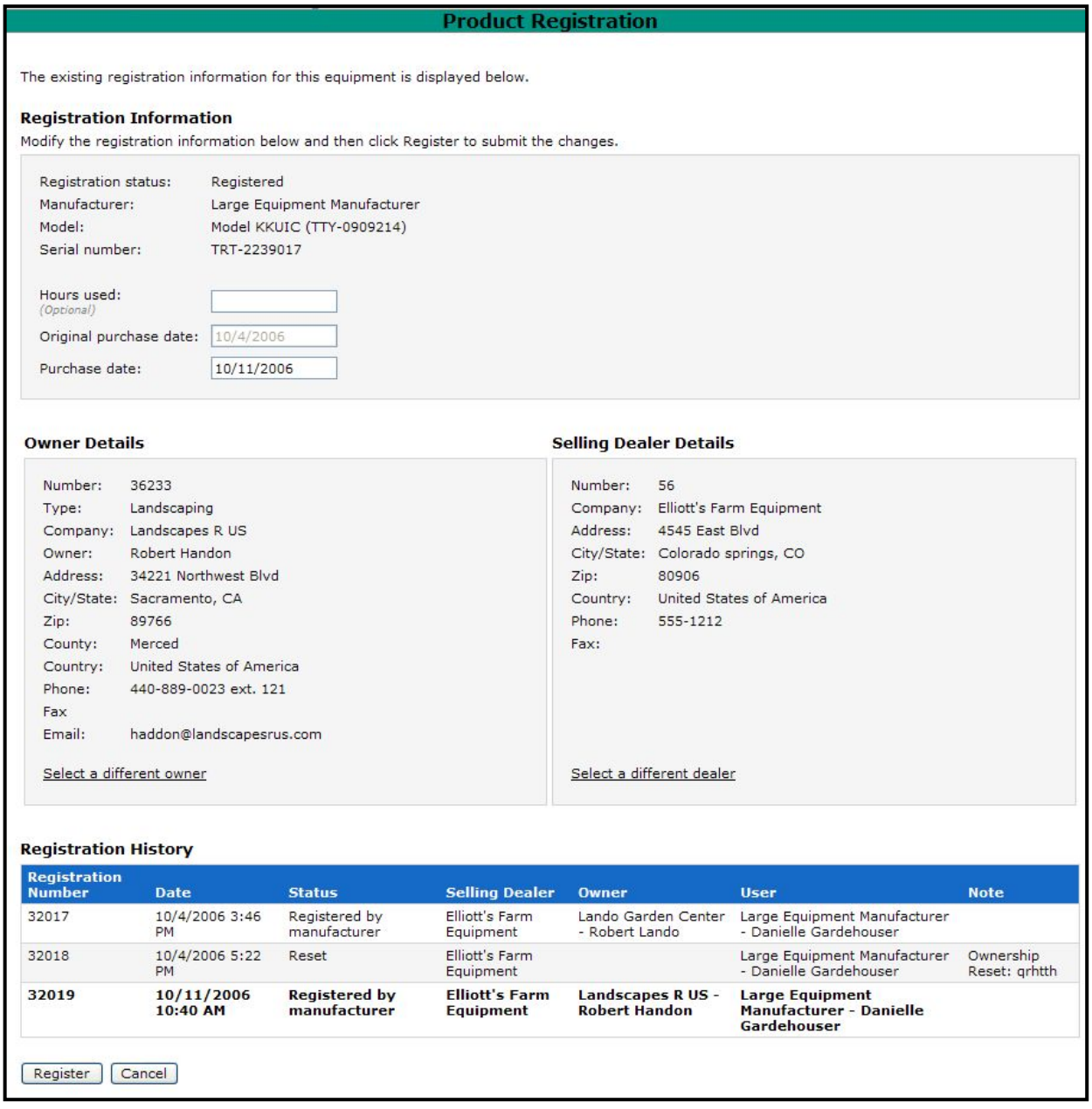
If the registration information needs to be changed, select the Edit registration link.

That opens the Product Registration screen. From there, a new owner or dealer can be assigned.


Product Registration Wizard
The equipment you are attempting to register is already registered.
Edit Registration
Click the Edit Registration link below to modify the existing product registration, or click the Previous button to select a different serial number.
Registration status: Registered
Manufacturer: Large Equipment Manufacturer
Model: Test Model (XYZ123)
Serial number: TST1029384756
Selling dealer: Fred Tillman Mowers Inc
Owner: Baku Lancaster
Edit registration
Previous
Cancel

Product Registration – Edit the Registration

When the Edit registration link is clicked, the **Product Registration** page opens. Users can take actions or make updates or changes from this screen such as: changing the owner, changing the selling dealer, registering the equipment, or viewing equipment history.



Product Registration

The existing registration information for this equipment is displayed below.

Registration Information

Modify the registration information below and then click Register to submit the changes.

Registration status: Registered
Manufacturer: Large Equipment Manufacturer
Model: Model KKUIC (TTY-0909214)
Serial number: TRT-2239017

Hours used: *(Optional)*
Original purchase date: 10/4/2006
Purchase date: 10/11/2006

Owner Details

Number: 36233
Type: Landscaping
Company: Landscapes R US
Owner: Robert Handon
Address: 34221 Northwest Blvd
City/State: Sacramento, CA
Zip: 89766
County: Merced
Country: United States of America
Phone: 440-889-0023 ext. 121
Fax
Email: haddon@landscapesrus.com

Select a different owner

Selling Dealer Details

Number: 56
Company: Elliott's Farm Equipment
Address: 4545 East Blvd
City/State: Colorado springs, CO
Zip: 80906
Country: United States of America
Phone: 555-1212
Fax:

Select a different dealer

Registration History

Registration Number	Date	Status	Selling Dealer	Owner	User	Note
32017	10/4/2006 3:46 PM	Registered by manufacturer	Elliott's Farm Equipment	Lando Garden Center - Robert Lando	Large Equipment Manufacturer - Danielle Gardehouser	
32018	10/4/2006 5:22 PM	Reset	Elliott's Farm Equipment		Large Equipment Manufacturer - Danielle Gardehouser	Ownership Reset: qrhtth
32019	**10/11/2006 10:40 AM**	**Registered by manufacturer**	**Elliott's Farm Equipment**	**Landscapes R US - Robert Handon**	**Large Equipment Manufacturer - Danielle Gardehouser**	

Register Cancel

Select a Different Owner

The Owner Search page is displayed. Enter a full or partial Company name, or Last name, and select Search. The search results are displayed below.

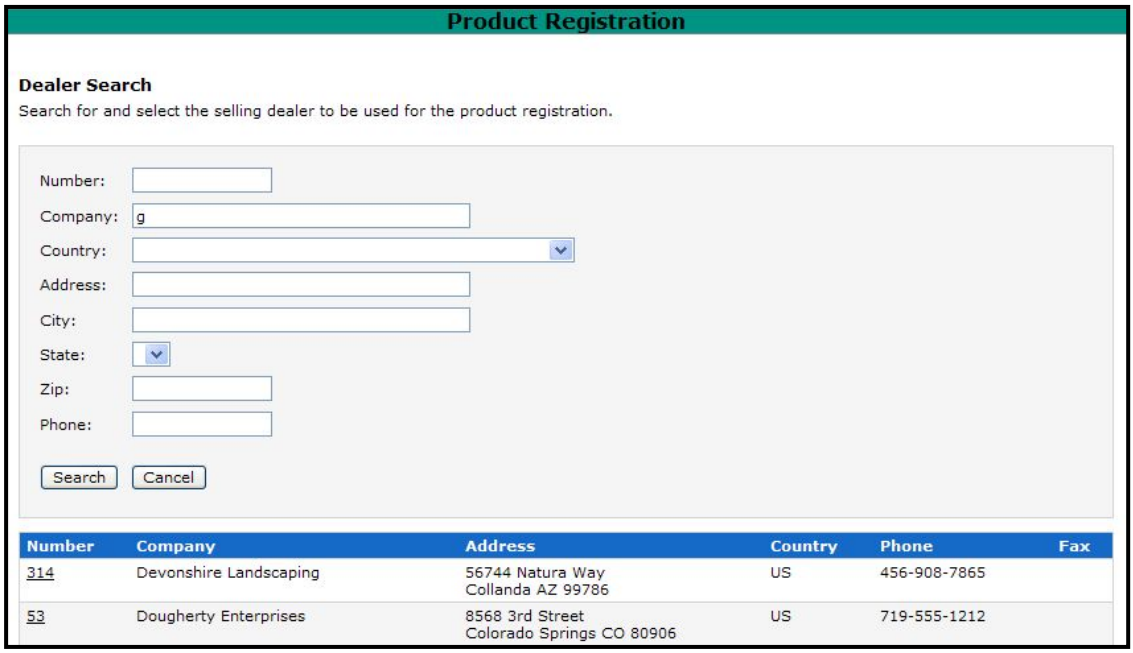
Product Registration
Owner Search
Search for and select the owner to be used for the product registration. If you cannot find the owner and need to add it, click "Add a new owner" below.
Company: f
Last name:
Search
Cancel
Add a new owner
Number Name Company Address Country Phone Fax Type Email
5916 Allen Farm Machinery 99655 Edwards Street Suite C Johnsonville AL 58373-8373 US 362-651-6265 516-265-1626 Construction alle@johnsonville.com
5917 Anderson Farm Machinery 84198 El Dorado Street Suite C Springfield AK 82902-2902 US 760-376-0376 376-537-6037 Construction ande@springfield.com

Click on the Owner Number from the list. The owner selected will appear on the Product Registration screen in the Owner Details section.

From the Product Registration screen, Select a Different Dealer or Register to complete the process.

Select a Different Dealer

The Dealer Search page is displayed. Enter full or partial search criteria in any field. To search on state, select a country from the drop-down list that has states, such as United States. The states associated with the Country are enabled in the State field. Select Search.

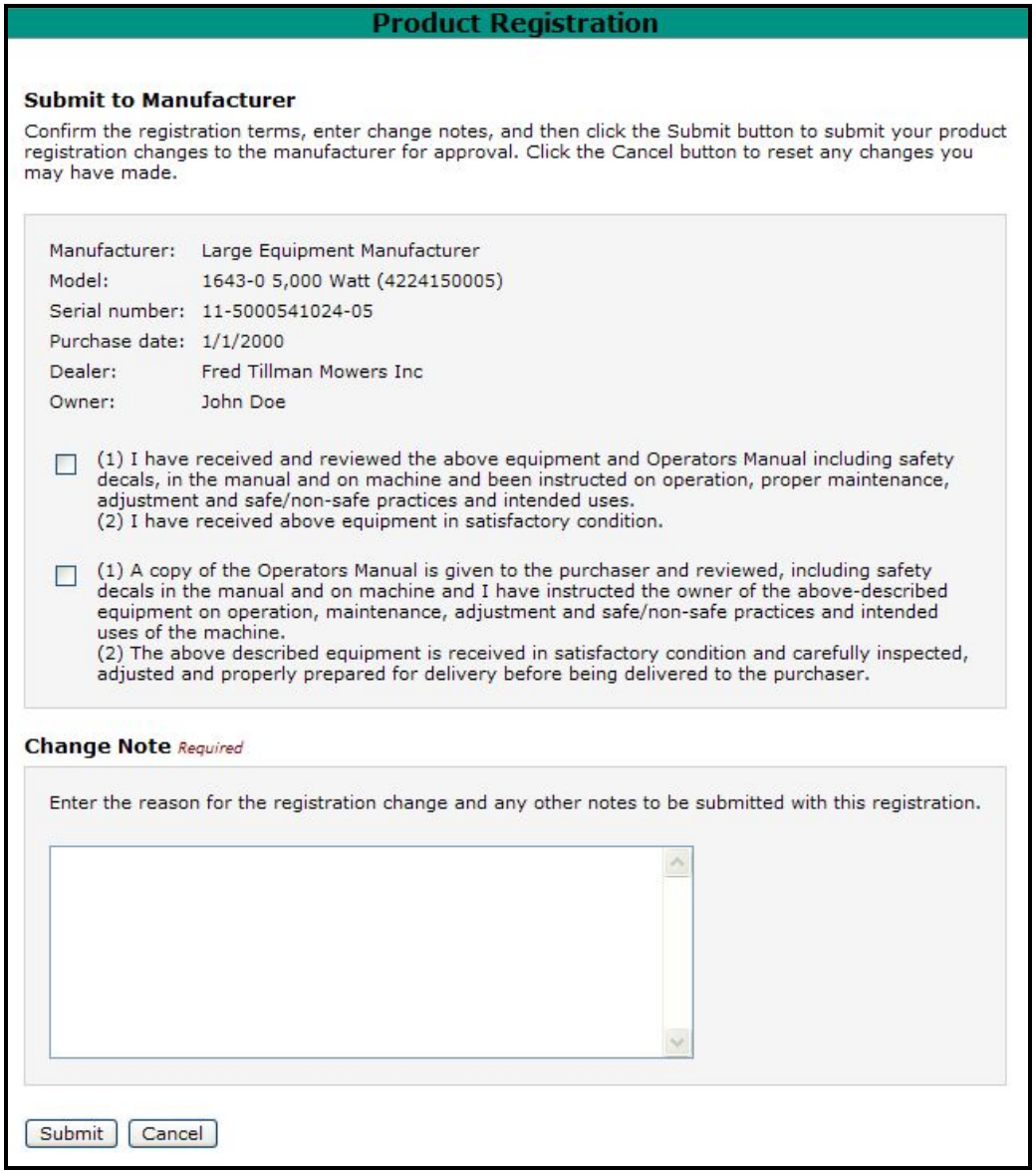


Click on the Dealer number from the list. The dealer selected will appear on the Product Registration screen in the Selling Dealer Details section.

Select Register to complete the process.

Product Registration – Submit to Manufacturer

Selecting Register opens the Submit to Manufacturer page. Confirm the registration terms and conditions by selecting the checkbox next to each term. Change notes are required in order to process the registration.


Product Registration
Submit to Manufacturer
Confirm the registration terms, enter change notes, and then click the Submit button to submit your product registration changes to the manufacturer for approval. Click the Cancel button to reset any changes you may have made.
Manufacturer: Large Equipment Manufacturer
Model: 1643-0 5,000 Watt (4224150005)
Serial number: 11-5000541024-05
Purchase date: 1/1/2000
Dealer: Fred Tillman Mowers Inc
Owner: John Doe
(1) I have received and reviewed the above equipment and Operators Manual including safety decals, in the manual and on machine and been instructed on operation, proper maintenance, adjustment and safe/non-safe practices and intended uses.
(2) I have received above equipment in satisfactory condition.
(1) A copy of the Operators Manual is given to the purchaser and reviewed, including safety decals in the manual and on machine and I have instructed the owner of the above-described equipment on operation, maintenance, adjustment and safe/non-safe practices and intended uses of the machine.
(2) The above described equipment is received in satisfactory condition and carefully inspected, adjusted and properly prepared for delivery before being delivered to the purchaser.
Change Note Required
Enter the reason for the registration change and any other notes to be submitted with this registration.
Submit
Cancel

Product Registration - Registration Complete

The Registration Complete page displays the options of:

View equipment details: Opens the Equipment Details page for the piece of equipment that was just registered.

Register another product: Returns to the Product Registration Wizard – Equipment Selection page.

Review your registration inbox: Opens the Registration Inbox page.

Open a claim against this equipment: Opens the Warranty Claim Wizard with this equipment pre-selected.

Product Registration Wizard
Registration Complete
The product registration has been successfully submitted and is pending manufacturer approval. Click one of the links below to view the equipment details, register another product, or check your registration inbox.
View equipment details
Register another product
Review your registration inbox
Open a claim against this equipment

Registration Inbox

Manufacturers will respond to the registrations that have been submitted through the Product Registration Wizard with a status such as: Additional Information Required, Approved, Rejected, etc. These outstanding registrations will be listed here in the Registration Inbox. Users can quickly view and respond to the registrations requiring additional information.

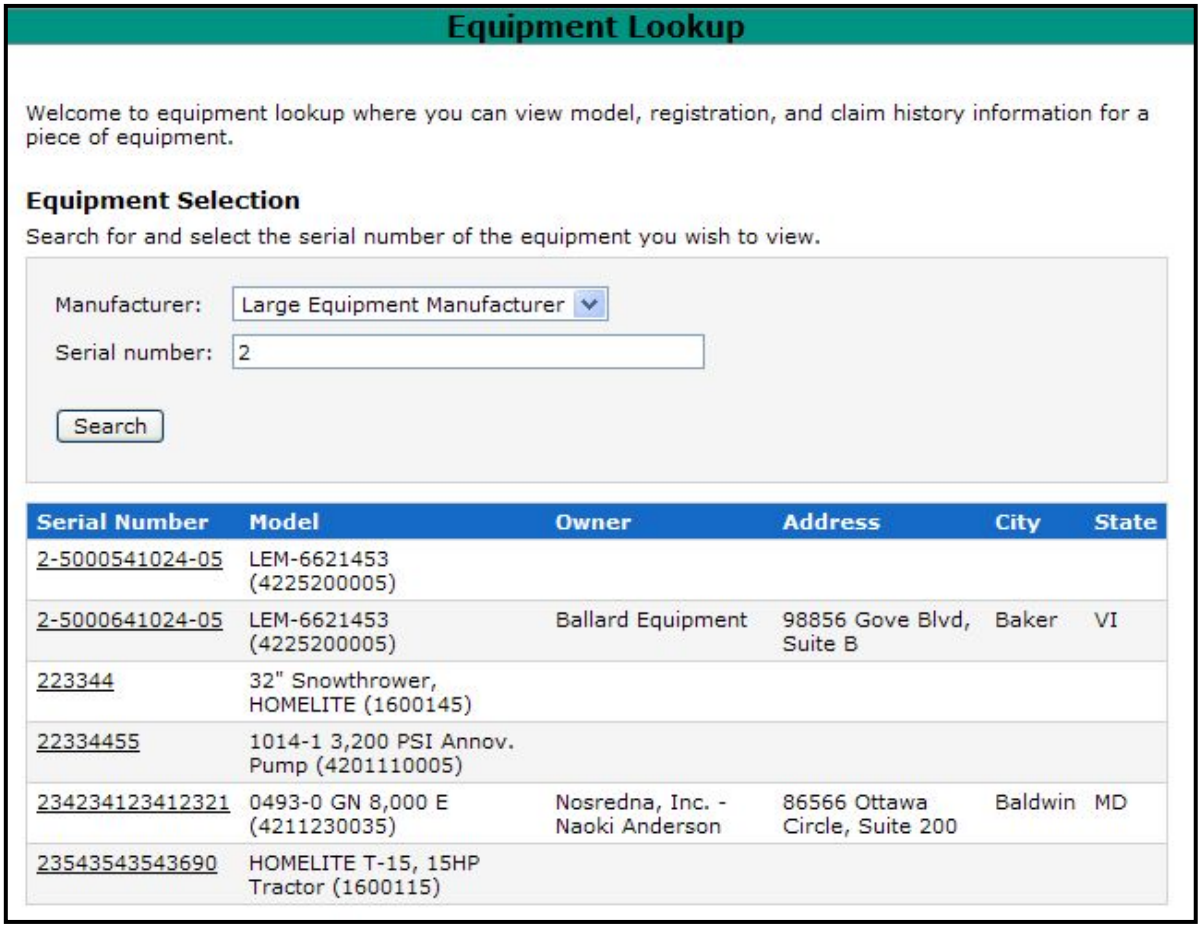
Click on the Status link for the equipment. The Product Registration screen opens allowing users to make modifications or corrections and submit the changes. The revised correspondence is returned to the manufacturer.

Registration Inbox
Welcome to your registration inbox. Here you will find registrations that have been returned for additional information.
Registration Inbox
Select the manufacturer who's returned registrations you wish to review.
Manufacturer: Large Equipment Manufacturer
Status
Model
Serial Number
Selling Dealer
Activity Date
Response Note
Additional information required
1643-0 5,000 Watt (4224150005)
11-5000541024-05
Fred Tillman Mowers Inc
10/23/2006 4:30 PM
Please send the current address for the current owner.

Equipment Lookup – Equipment Selection

Equipment Selection allows users to search for a piece of equipment by using a combination of manufacturer and partial or full serial number.

Select the equipment manufacturer from the drop-down and enter a full or partial serial number. Click Search. A list of results matching the search criteria will be displayed.


Equipment Lookup
Welcome to equipment lookup where you can view model, registration, and claim history information for a piece of equipment.
Equipment Selection
Search for and select the serial number of the equipment you wish to view.
Manufacturer: Large Equipment Manufacturer
Serial number: 2
Search

Serial Number	Model	Owner	Address	City	State
2-5000541024-05	LEM-6621453 (4225200005)				
2-5000641024-05	LEM-6621453 (4225200005)	Ballard Equipment	98856 Gove Blvd, Suite B	Baker	VI
223344	32" Snowthrower, HOMELITE (1600145)				
22334455	1014-1 3,200 PSI Annov. Pump (4201110005)				
234234123412321	0493-0 GN 8,000 E (4211230035)	Nosredna, Inc. - Naoki Anderson	86566 Ottawa Circle, Suite 200	Baldwin	MD
23543543543690	HOMELITE T-15, 15HP Tractor (1600115)				

Select the Serial Number from search results. This opens the Equipment Details screen. The Equipment Details page displays Equipment, Owner, Dealer and Claim History information.

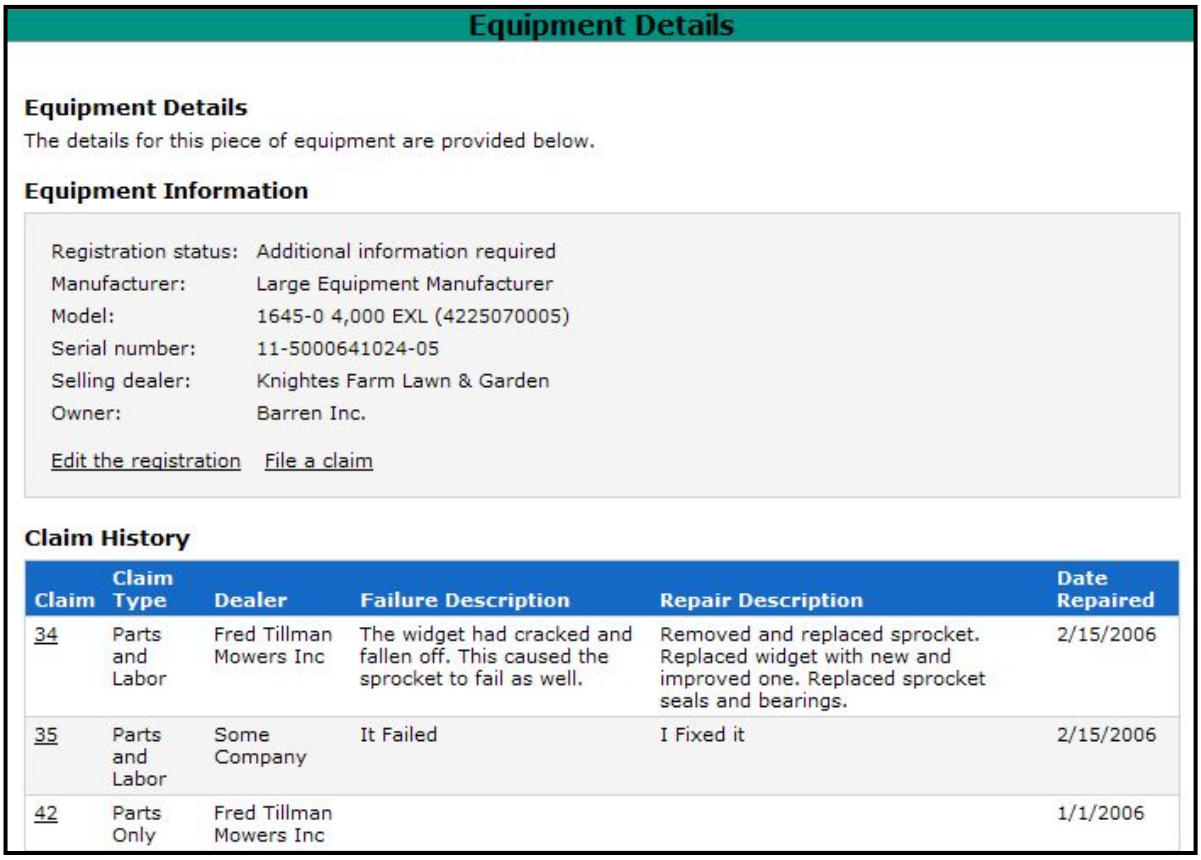
Equipment Lookup – Equipment Details

The Equipment Details screen displays a summary of registration details along with the Claim History for the piece of equipment. Once the piece of equipment has been located, the following functions can be performed:

Edit the Registration: Opens the Product Registration page where owner and dealer details can be changed.

File a Claim: Opens the Warranty Claim Wizard. The equipment found during the lookup is displayed on the Claim Wizard screen, ready for claim processing.

Review a claim: Selecting the claim number link opens the Claim Full View window.



Equipment Details

Equipment Details

The details for this piece of equipment are provided below.

Equipment Information

Registration status:	Additional information required
Manufacturer:	Large Equipment Manufacturer
Model:	1645-0 4,000 EXL (4225070005)
Serial number:	11-5000641024-05
Selling dealer:	Knightes Farm Lawn & Garden
Owner:	Barren Inc.

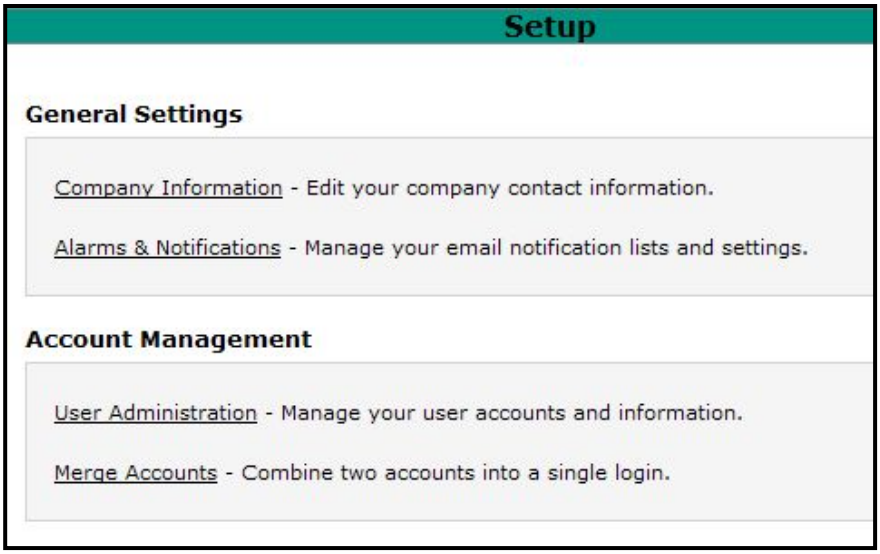
Edit the registration File a claim

Claim History

Claim	Claim Type	Dealer	Failure Description	Repair Description	Date Repaired
34	Parts and Labor	Fred Tillman Mowers Inc	The widget had cracked and fallen off. This caused the sprocket to fail as well.	Removed and replaced sprocket. Replaced widget with new and improved one. Replaced sprocket seals and bearings.	2/15/2006
35	Parts and Labor	Some Company	It Failed	I Fixed it	2/15/2006
42	Parts Only	Fred Tillman Mowers Inc			1/1/2006

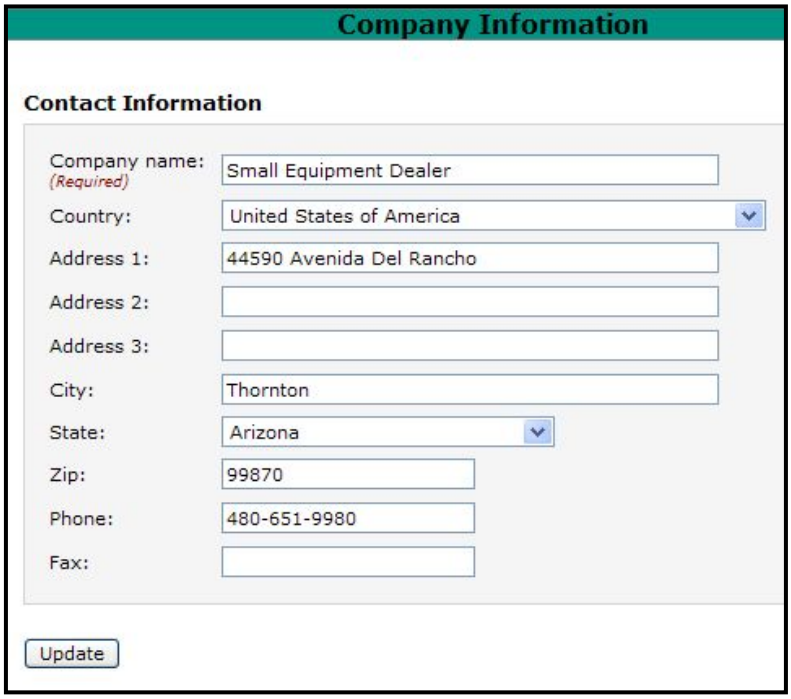
Setup

This module is where company and internal user information is edited or added. “Warnings & Alarms” can be setup so that an email alert is sent to the user when changes are made to different statuses of the claims.


Setup
General Settings
Company Information - Edit your company contact information.
Alarms & Notifications - Manage your email notification lists and settings.
Account Management
User Administration - Manage your user accounts and information.
Merge Accounts - Combine two accounts into a single login.

General Settings: Company Information

Click Company Information to edit and/or update company contact information. Make changes and click Update.

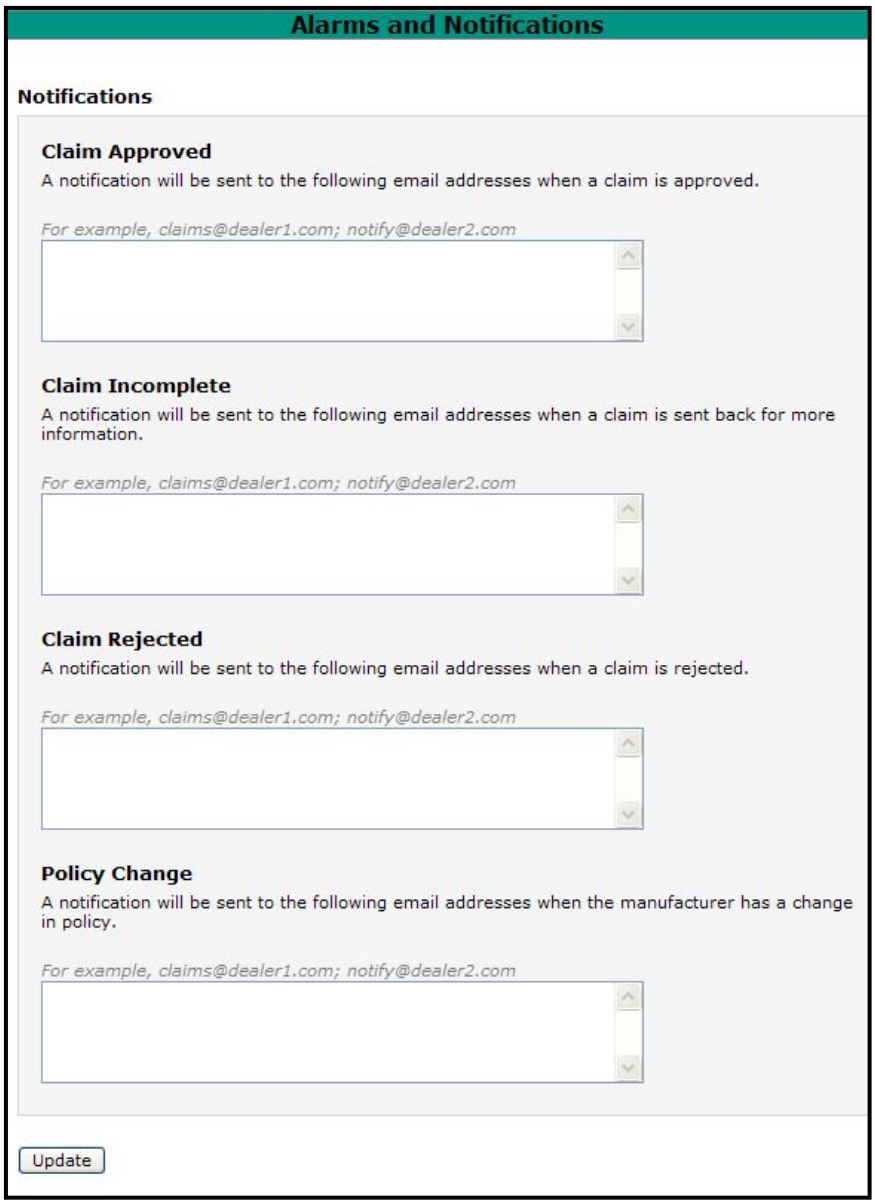


General Settings: Alarms & Notifications

Alarms and Notifications are very useful when expediting claims. Immediately receiving the status of a submitted claim via email can indicate that further action is required in order to process the claim.

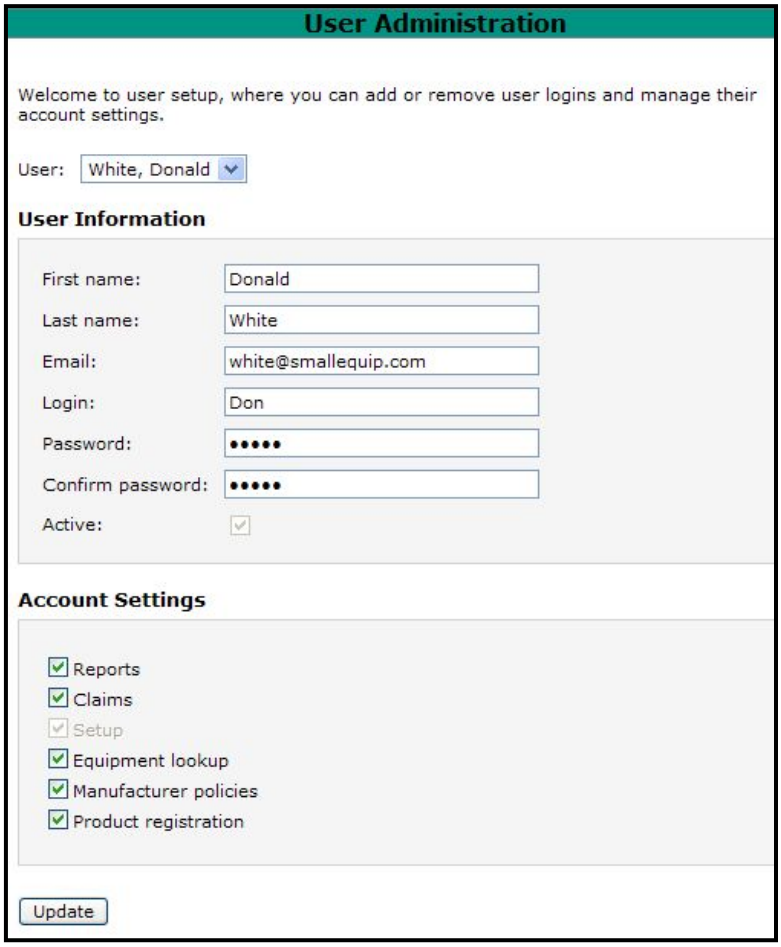
WarrantySmart can be configured to alert users via email if there are any status changes to the claim(s). Start by clicking the Alarms & Notifications text link from the main Setup screen. This invokes the Alarms and Notifications page, as shown below. The alarm options are as follows: Claim Approved, Claim Incomplete, Claim Rejected, or Policy Change

Enter the email address(es) to which notifications and alarms should be sent. Note that multiple email addresses can be entered providing that they are separated by a semi-colon.


Alarms and Notifications
Notifications
Claim Approved
A notification will be sent to the following email addresses when a claim is approved.
For example, claims@dealer1.com; notify@dealer2.com
Claim Incomplete
A notification will be sent to the following email addresses when a claim is sent back for more information.
For example, claims@dealer1.com; notify@dealer2.com
Claim Rejected
A notification will be sent to the following email addresses when a claim is rejected.
For example, claims@dealer1.com; notify@dealer2.com
Policy Change
A notification will be sent to the following email addresses when the manufacturer has a change in policy.
For example, claims@dealer1.com; notify@dealer2.com
Update

Account Management: User Administration

Each Dealer can enter users from their company that have access to the WarrantySmart system. Click the User Administration text link to add or edit authorized users. Each user can be setup to have access to some or all of the system functions.



Name and Email Address: When entering a new user, include name and email address.

Login Names: Assign the user a login. Logins can be any name or assigned set of characters. The system will not accept duplicate logins and will generate an error message prompting the user to enter a different login. Logins are not case sensitive.

Passwords: When entering and confirming the password for the user, please note that in either case, the characters entered will appear as round dots only. The system does not retain the password for security purposes so once a password has been entered, it can not be retrieved when the record is to be modified or recalled later. The spaces in the dialog box will be blank when the record is recalled. If a user forgets their password simply assign a new password and update the record.

Account Settings: The account settings represent the modules that the user will be able to access after login. Select the module by clicking the check box next to the module name.

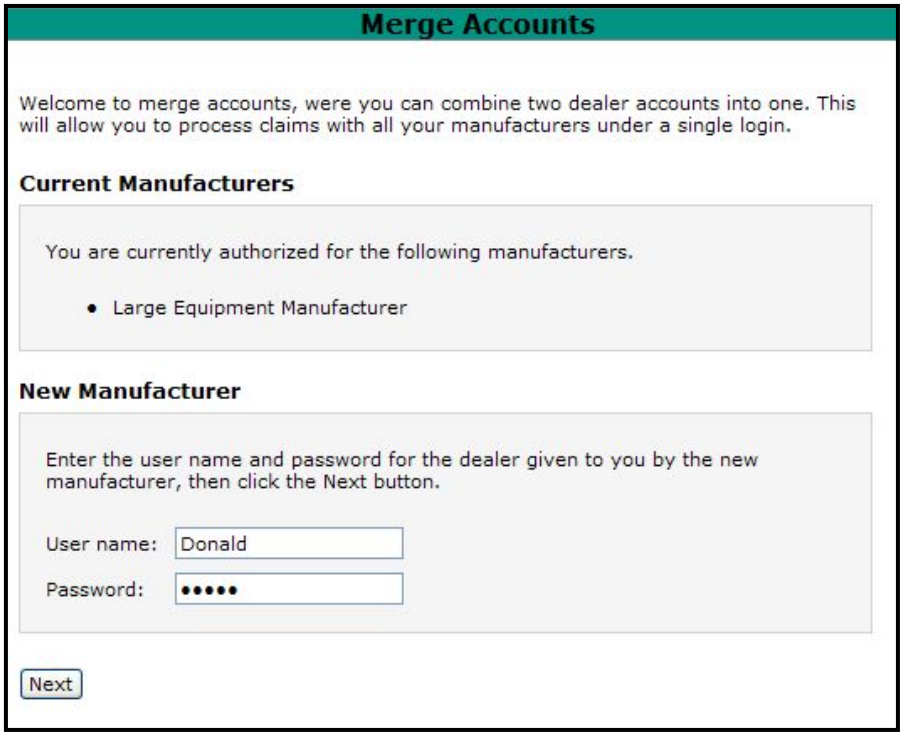
To create a new user, select (New) from the User drop-down and fill in the fields that pertain to the new user. Under the Account Settings column, choose the areas of the system to which the user will have access. When finished, click Add. This user will now have access to the system.

If an existing user account requires editing, select the user from the drop-down list. The user's record will appear on the screen for editing or updating. Change the necessary information and click Update to update and save the user, or click Delete to delete the user from the system.

Account Management: Merge Accounts

The Merge Accounts page allows a single dealer to merge manufacturer's accounts under one login. In other words, if a Dealer sells, repairs, or deals with several different manufacturers, rather than have multiple user logins, they can be combined under one login.

The idea is to have one central account so that both manufacturers exhibit the same record for the company. A single login name and password can be used to access records from both manufacturers.


Merge Accounts
Welcome to merge accounts, were you can combine two dealer accounts into one. This will allow you to process claims with all your manufacturers under a single login.
Current Manufacturers
You are currently authorized for the following manufacturers.
Large Equipment Manufacturer
New Manufacturer
Enter the user name and password for the dealer given to you by the new manufacturer, then click the Next button.
User name: Donald
Password: •••••
Next

The User will have received two or more different login names and passwords, one from each manufacturer. When at this screen, the User is viewing under one of those login names.

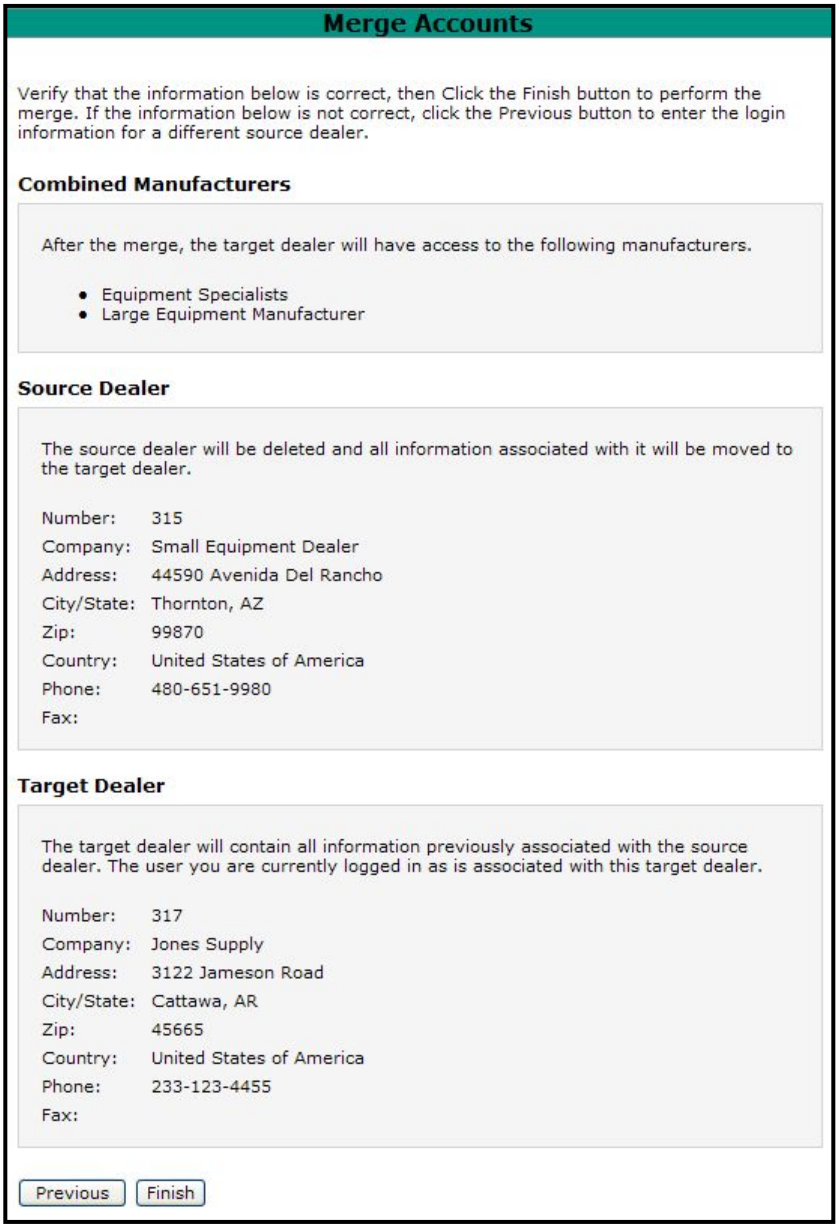
The screen displays a list of manufacturers for which the user is an authorized dealer.

Enter the login name and password for the New (or second) manufacturer and click the Next button to proceed.

The screen changes to display the manufacturer's accounts that are about to be combined: the Source Dealer information (the first account), and the Target Dealer (second account) information.

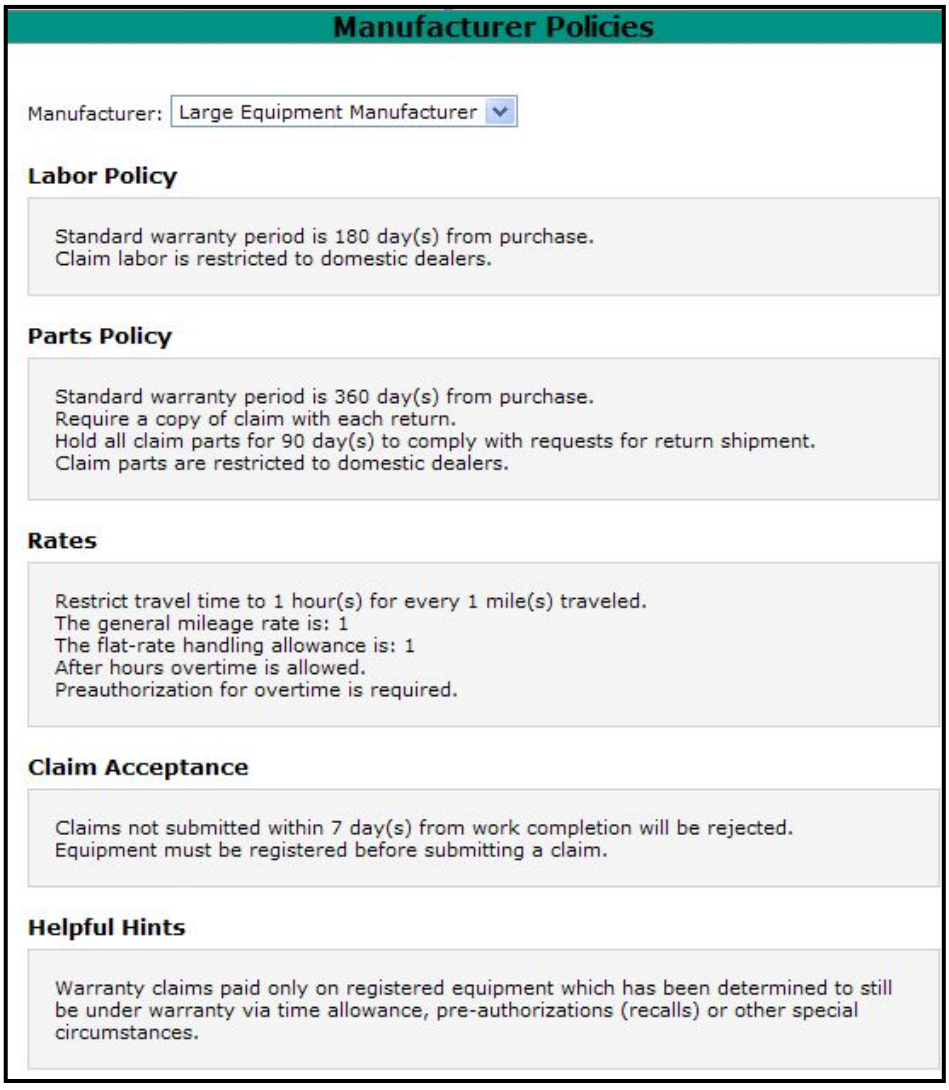
If all of the information is correct, click the Finish button to complete the merge.

When complete, a screen will appear indicating that the merge was completed successfully.


Merge Accounts
Verify that the information below is correct, then Click the Finish button to perform the merge. If the information below is not correct, click the Previous button to enter the login information for a different source dealer.
Combined Manufacturers
After the merge, the target dealer will have access to the following manufacturers.
Equipment Specialists
Large Equipment Manufacturer
Source Dealer
The source dealer will be deleted and all information associated with it will be moved to the target dealer.
Number: 315
Company: Small Equipment Dealer
Address: 44590 Avenida Del Rancho
City/State: Thornton, AZ
Zip: 99870
Country: United States of America
Phone: 480-651-9980
Fax:
Target Dealer
The target dealer will contain all information previously associated with the source dealer. The user you are currently logged in as is associated with this target dealer.
Number: 317
Company: Jones Supply
Address: 3122 Jameson Road
City/State: Cattawa, AR
Zip: 45665
Country: United States of America
Phone: 233-123-4455
Fax:
Previous
Finish

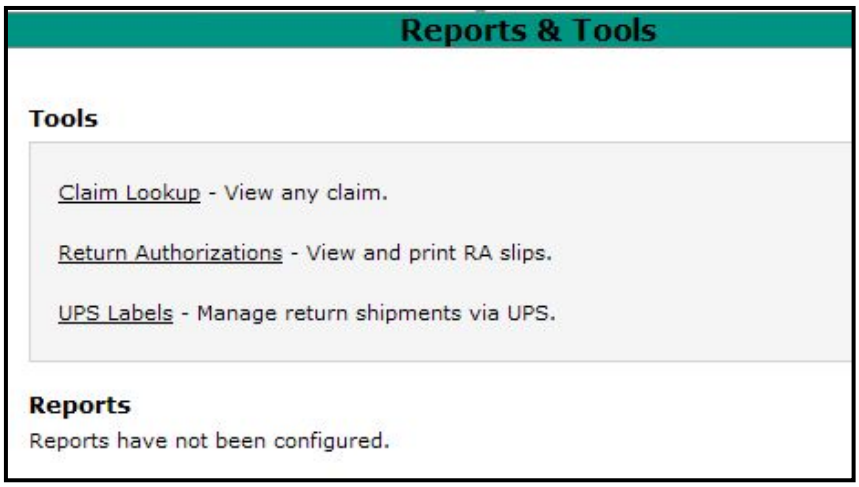
Policies

The policies screen displays warranty claim policies established by the manufacturer. Choose a manufacturer from the drop-down to see its warranty claim policies.


Manufacturer Policies
Manufacturer: Large Equipment Manufacturer
Labor Policy
Standard warranty period is 180 day(s) from purchase.
Claim labor is restricted to domestic dealers.
Parts Policy
Standard warranty period is 360 day(s) from purchase.
Require a copy of claim with each return.
Hold all claim parts for 90 day(s) to comply with requests for return shipment.
Claim parts are restricted to domestic dealers.
Rates
Restrict travel time to 1 hour(s) for every 1 mile(s) traveled.
The general mileage rate is: 1
The flat-rate handling allowance is: 1
After hours overtime is allowed.
Preauthorization for overtime is required.
Claim Acceptance
Claims not submitted within 7 day(s) from work completion will be rejected.
Equipment must be registered before submitting a claim.
Helpful Hints
Warranty claims paid only on registered equipment which has been determined to still be under warranty via time allowance, pre-authorizations (recalls) or other special circumstances.

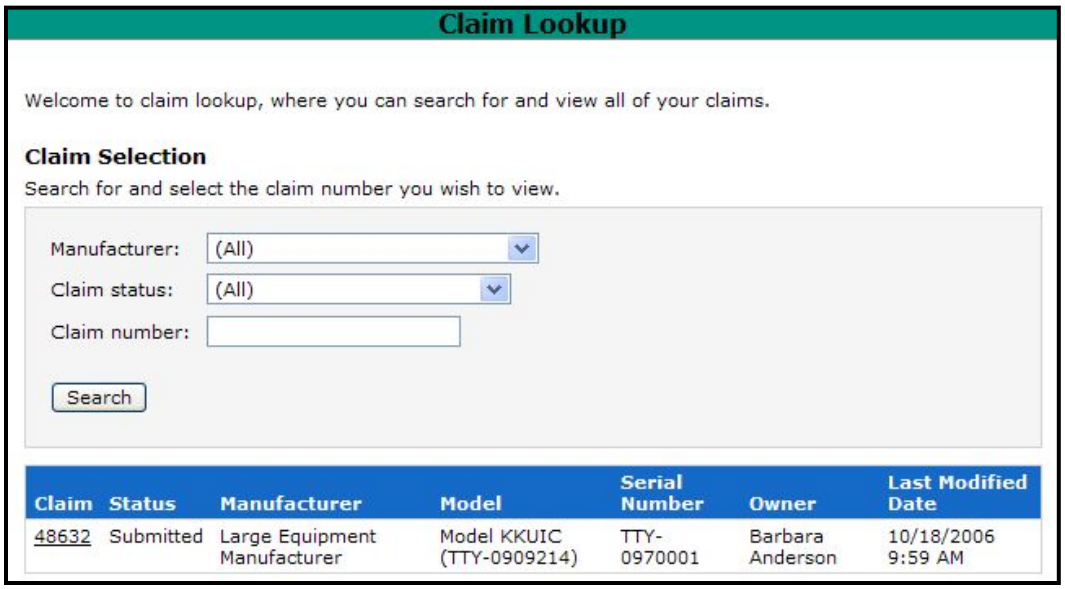
WarrantySmart can be configured to send notification of manufacturer policy changes from the Alarms and Notifications screen.

Reports and Tools


Reports & Tools
Tools
Claim Lookup - View any claim.
Return Authorizations - View and print RA slips.
UPS Labels - Manage return shipments via UPS.
Reports
Reports have not been configured.

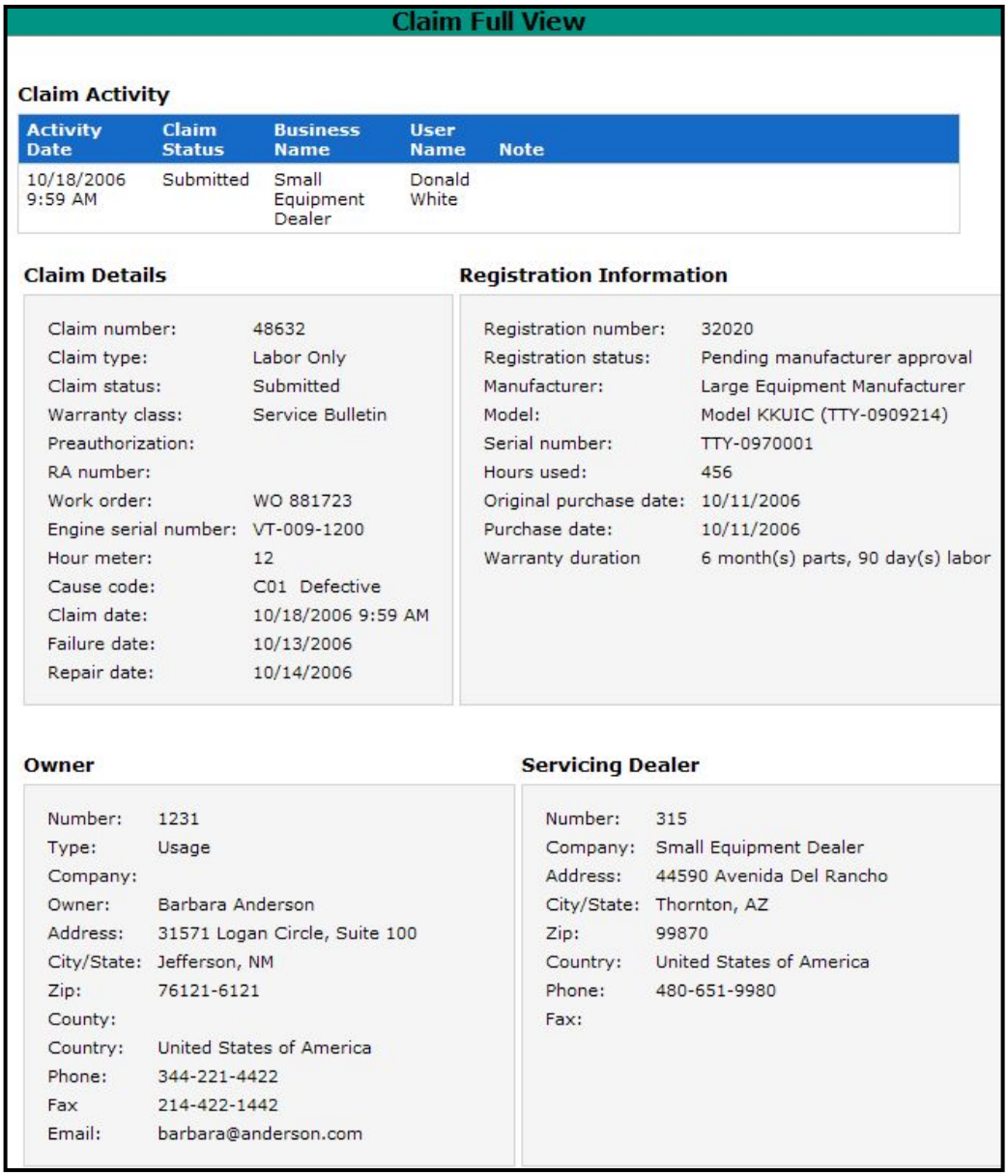
Claim Lookup

Claim Lookup enables users to search for any claim even though it has been removed from work flow. From the Claim Selection screen, enter the claim search criteria. To view all claims, leave the defaults at (All) and click Search.


Claim Lookup
Welcome to claim lookup, where you can search for and view all of your claims.
Claim Selection
Search for and select the claim number you wish to view.
Manufacturer: (All)
Claim status: (All)
Claim number:
Search
Claim Status Manufacturer Model Serial Number Owner Last Modified Date
48632 Submitted Large Equipment Manufacturer Model KKUIC (TTY-0909214) TTY-0970001 Barbara Anderson 10/18/2006 9:59 AM

Click the Claim Number text link and the Claim Full View screen opens displaying details of that claim.

Claim Full View Top Portion of Screen



Claim Full View

Claim Activity

Activity Date	Claim Status	Business Name	User Name	Note
10/18/2006 9:59 AM	Submitted	Small Equipment Dealer	Donald White	

Claim Details

Claim number:	48632
Claim type:	Labor Only
Claim status:	Submitted
Warranty class:	Service Bulletin
Preauthorization:	
RA number:	
Work order:	WO 881723
Engine serial number:	VT-009-1200
Hour meter:	12
Cause code:	C01 Defective
Claim date:	10/18/2006 9:59 AM
Failure date:	10/13/2006
Repair date:	10/14/2006

Registration Information

Registration number:	32020
Registration status:	Pending manufacturer approval
Manufacturer:	Large Equipment Manufacturer
Model:	Model KKUIC (TTY-0909214)
Serial number:	TTY-0970001
Hours used:	456
Original purchase date:	10/11/2006
Purchase date:	10/11/2006
Warranty duration	6 month(s) parts, 90 day(s) labor

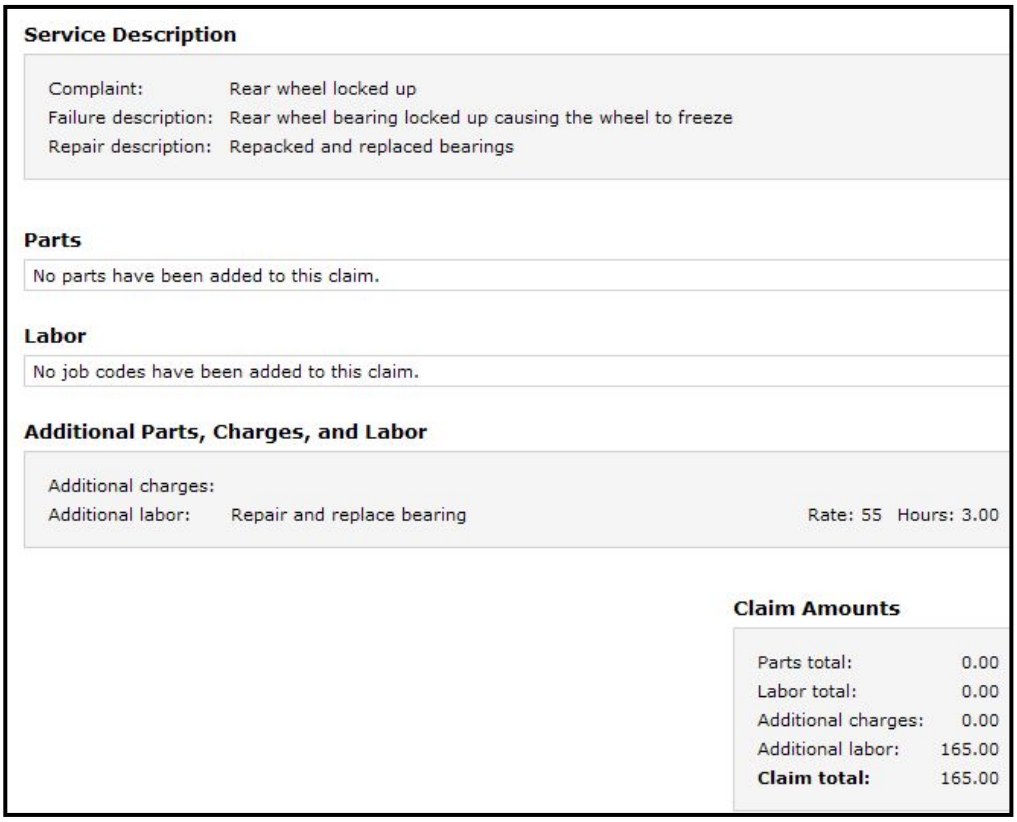
Owner

Number:	1231
Type:	Usage
Company:	
Owner:	Barbara Anderson
Address:	31571 Logan Circle, Suite 100
City/State:	Jefferson, NM
Zip:	76121-6121
County:	
Country:	United States of America
Phone:	344-221-4422
Fax	214-422-1442
Email:	barbara@anderson.com

Servicing Dealer

Number:	315
Company:	Small Equipment Dealer
Address:	44590 Avenida Del Rancho
City/State:	Thornton, AZ
Zip:	99870
Country:	United States of America
Phone:	480-651-9980
Fax:	

Claim Full View Bottom Screen



Service Description

Complaint:	Rear wheel locked up
Failure description:	Rear wheel bearing locked up causing the wheel to freeze
Repair description:	Repacked and replaced bearings

Parts

No parts have been added to this claim.

Labor

No job codes have been added to this claim.

Additional Parts, Charges, and Labor

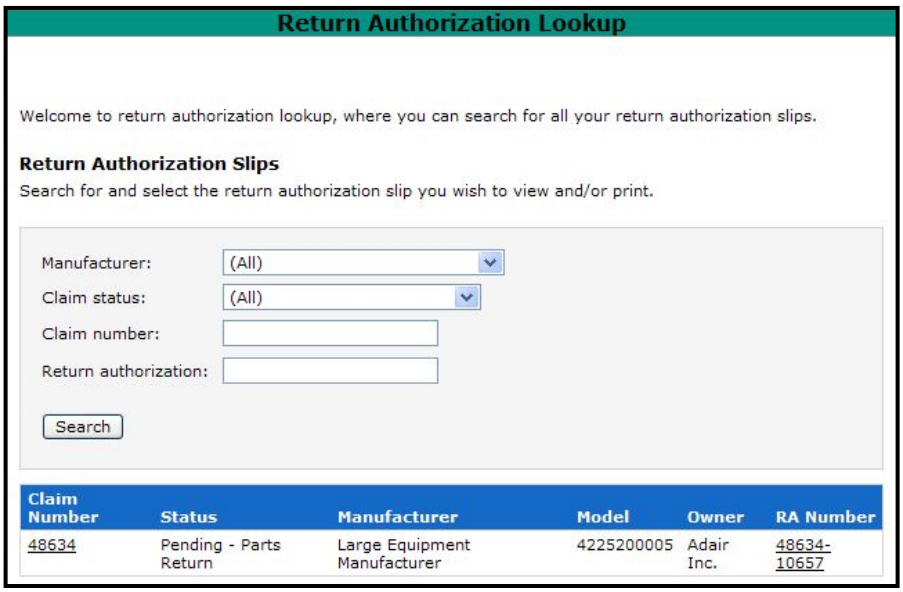
Additional charges:		
Additional labor:	Repair and replace bearing	Rate: 55 Hours: 3.00

Claim Amounts

Parts total:	0.00
Labor total:	0.00
Additional charges:	0.00
Additional labor:	165.00
Claim total:	165.00

Return Authorizations

The Return Authorization (RA) Lookup screen allows users to lookup manufacturer RAs and print out RA slips. Return Authorizations are generated automatically on the manufacturer's side of the system when parts are designated as 'return to manufacturer'.



Search for an RA by entering the search criteria or to see all RAs, click Search with the default values (All) intact and click Search.

The search results will appear below the search criteria.

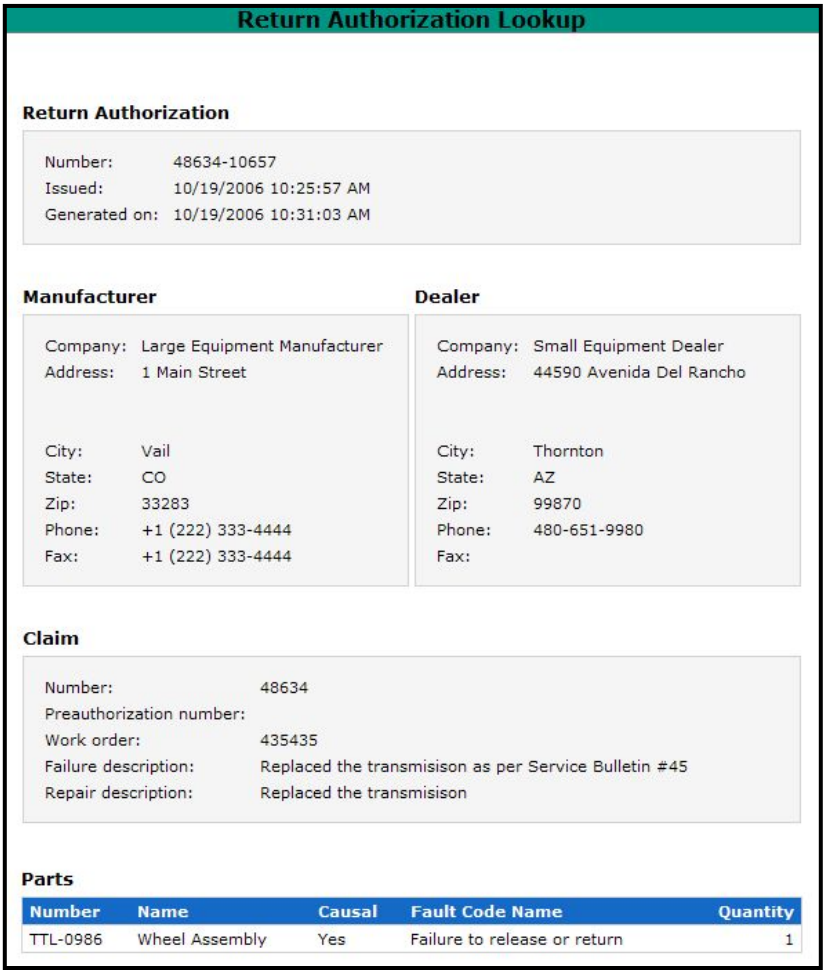
Click the RA Number text link to open and view the RA slip for that claim.

The RA number begins with the claim number. For example, if the RA number is 454-58984, the claim number is 454.

There are two sections to a Return Authorization: The RA Slip and Claim Copy. Manufacturers have the option of configuring the system to require that dealers submit either the Claim Copy, the RA Slip, or both.

Note: To Print the RA Slip, use the Print function on the browser. If using MS Internet Explorer, go to File (upper left hand corner of the browser screen), Print Preview, and Print.

RA Slip Screen Top Portion



RA Slip Screen Middle View

Claim Copy *(Include With RA Slip When Returning Parts.)*

Claim Details

Claim number:	48634
Claim type:	Parts and Labor
Claim status:	Pending - Parts Return
Warranty class:	Service Bulletin
Preauthorization:	
RA number:	48634-10657
Work order:	435435
Engine serial number:	231434
Hour meter:	
Cause code:	C04 Scheduled Maintance
Claim date:	10/19/2006 10:24 AM
Failure date:	10/19/2006
Repair date:	10/19/2006

Registration Information

Registration number:	32030
Registration status:	Pending manufacturer approval
Manufacturer:	Large Equipment Manufacturer
Model:	LEM-6621453 (4225200005)
Serial number:	3-5000641024-05
Hours used:	34
Original purchase date:	10/19/2006
Purchase date:	10/19/2006
Warranty duration	30 month(s) parts, 45 month(s) labor

Owner

Number:	5675
Type:	Construction
Company:	Adair Inc.
Owner:	
Address:	58403 Russell Circle, Suite B
City/State:	Lincoln, VA
Zip:	87288-7288
County:	
Country:	United States of America
Phone:	305-641-0564
Fax	410-564-1056
Email:	adai@lincoln.com

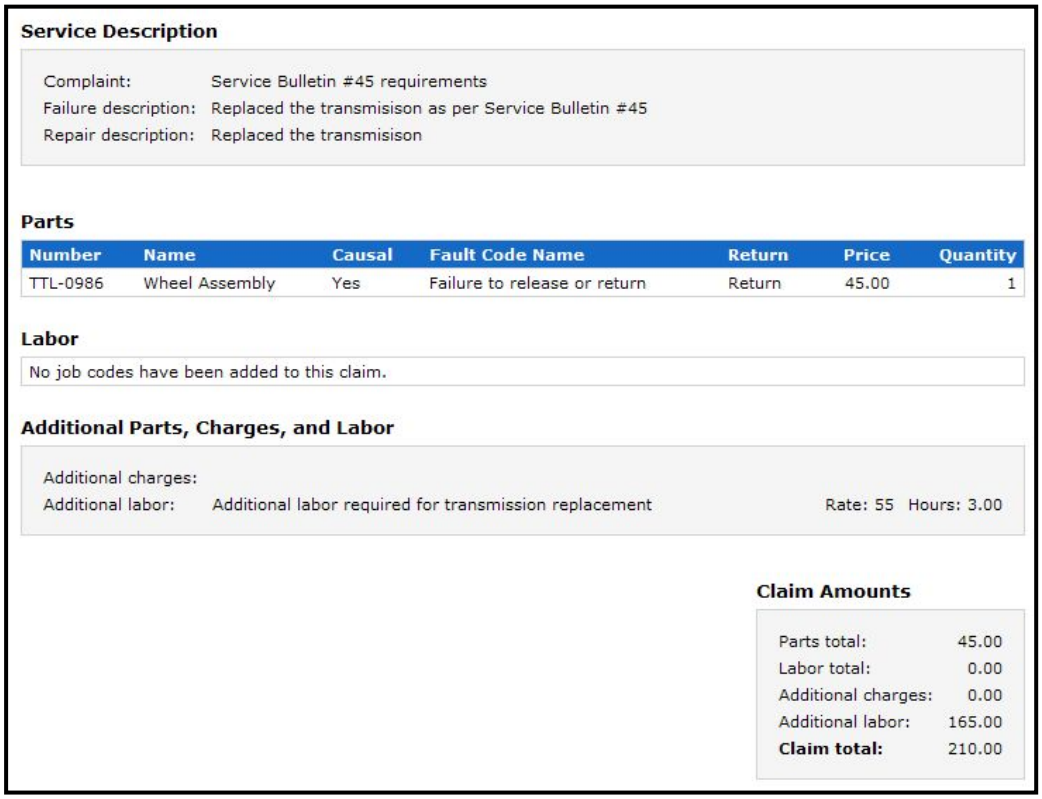
Servicing Dealer

Number:	315
Company:	Small Equipment Dealer
Address:	44590 Avenida Del Rancho
City/State:	Thornton, AZ
Zip:	99870
Country:	United States of America
Phone:	480-651-9980
Fax:	

Service Description

Complaint:	Service Bulletin #45 requirements
Failure description:	Replaced the transmisison as per Service Bulletin #45
Repair description:	Replaced the transmisison

RA Slip Screen Bottom View



Service Description

Complaint: Service Bulletin #45 requirements
Failure description: Replaced the transmisison as per Service Bulletin #45
Repair description: Replaced the transmisison

Parts

Number	Name	Causal	Fault Code Name	Return	Price	Quantity
TTL-0986	Wheel Assembly	Yes	Failure to release or return	Return	45.00	1

Labor

No job codes have been added to this claim.

Additional Parts, Charges, and Labor

Additional charges:
Additional labor: Additional labor required for transmission replacement Rate: 55 Hours: 3.00

Claim Amounts

Parts total:	45.00
Labor total:	0.00
Additional charges:	0.00
Additional labor:	165.00
Claim total:	210.00

Note: To Print the RA Slip, use the Print function on the browser. If using MS Internet Explorer, go to File (upper left hand corner of the browser screen), Print Preview, and Print.

UPS Labels

Provides a link to the UPS web site.

Reports

Not yet configured.

Support

The Support area provides a copy of this WarrantySmart Users manual, problem submission area, and support and sales phone numbers and email addresses.